BERGVLIET HIGH SCHOOL

GRADE 11

HOSPITALITY STUDIES

NOVEMBER EXAMINATION

5 NOVEMBER 2024

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

MARKS: **200**

TIME: **3 hours**

This question paper consists of 17 pages.

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.

EXAMPLE:

1.1.11 Food items that are likely to decay very quickly are known as …

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

ANSWER:

1.1.11 C

1.1.1 A typical South African spicy chilli sauce with sliced vegetables and beans is called ...

A sheba.
B atjar.
C salsa.
D chakalaka.

1.1.2 Identify the dish in which the plant below is the main ingredient.



A Breyani
B Waterblommetjie stew
C Skilpadjies
D Dolmades

1.1.3 Examples of overhead costs to run a business are ...

A hiring of building, wages.
B tax, labour.
C hiring of equipment, payment of water and electricity.
D wages, hiring of linen.

1.1.4 The temperature danger zone for food is between ...

A -18 °C and 0 °C.
B -7 °C and 18 °C.
C 63 °C and 100 °C.
D 5 °C and 63 °C.

1.1.5 An advantage of using the FIFO principle is that it ...

A ensures product quality by means of stock rotation.
B is the best way to control stock numbers.
C makes staff aware of stock levels.
D determines the reorder levels.

1.1.6 Fish with a red/pink colour is:

A Geelbek, Snoek, Salmon
B Tuna, Salmon, Trout
C Kingklip, Trout, Sardines
D Catfish, Tuna, Sole

1.1.7 Which of the following is NOT a reason for buying food in season?

A Larger carbon footprint
B Cheaper
C Better quality
D Easier available

1.1.8 The chef responsible for preparing fish dishes:

A Chef Potager
B Chef Poisonnier
C Chef Plongeur
D Chef Patissier

1.1.9 Organically raised chicken are birds which are ...

A allowed to walk outside and eat only bonemeal.
B bred to contain less breast fat.
C fed with chemical formula food.
D free from growth enhancers or steroids.

1.1.10 The base of a veloute sauce is ...

A stock and roux.
B milk and egg yolk.
C egg yolk and cream.
D roux and milk. (10 x 1) (10)

1.2 MATCHING ITEMS

Match the herb or spice in COLUMN B that best suits a dish in COLUMN A. Write ONLY the correct letter (A–F) next to the corresponding question number (1.2.1–1.2.5) in your ANSWER BOOK.

COLUMN A	COLUMN B
DISH	TYPICAL SPICE OR HERB
1.2.1 Curried fish	A 
1.2.2 Milk tart	
1.2.3 Boerewors	
1.2.4 Pesto	B 
1.2.5 Focaccia	
	C 
	D 
	E 
	F 

(5 x 1) (5)

1.3 MATCHING ITEMS

Match the duties in COLUMN B with the correct restaurant staff in COLUMN A. Write ONLY the correct letter (A–G) next to the corresponding question number (1.3.1–1.3.6) in your ANSWER BOOK, for example 1.3.7 H.

COLUMN A		COLUMN B	
RESTAURANT STAFF		**DUTIES**	
1.3.1	Food and Beverage Manager	A	Must have a thorough knowledge of the Liquor Act
1.3.2	Banquet Manager	B	Efficient co-ordinating and managing of all food and beverage sections
1.3.3	Maitre d'hotel	C	Highly qualified person with an extensive knowledge of wine
1.3.4	Bar staff	D	Drawing up staff timetables for the restaurant
1.3.5	Sommelier	E	Discuss arrangements about menus, wine and music with prospective clients
1.3.6	Restaurant manager	F	Ensures that efficient mise-en-place takes place
		G	Lay the tables

(6 x 1) (6)

1.4 ONE-WORD ITEMS

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

1.4.1 All food and beverages prohibited by Muslim laws

1.4.2 A traditional Xhosa stew made of samp and beans

1.4.3 The type of menu suitable for an event like a wedding

1.4.4 The French term that refers to the preparation and preservation of meats like salami, terrines and pates

1.4.5 To plunge vegetables in boiling water for a short time

1.4.6 The colour of the chopping board used in the industry for cooked meat

1.4.7 The adverse effect when food is stored in the freezer without being wrapped

1.4.8 The process where yeast uses carbohydrates to produce carbon dioxide and alcohol

1.4.9 Pickled herrings rolled around a gherkin

1.4.10 A bundle of fresh herbs and spices used to flavour stocks (10 x 1) (10)

1.5 SELECTION ITEMS

Select from the list below FIVE foods which could potentially lead to food contamination. Write ONLY the letters that correspond with the correct answers in the ANSWER BOOK.

A Salad with a mayonnaise base

B Raw pumpkin

C Cooked pasta

D Fruit salad with melon

E Dry beans

F Raw eggs

G Salami and ham (5 x 1) (5)

1.6 CHOICE ITEMS

Select from the list below the vegetable that is the main ingredient in the given dishes.

A. Egg plant	C. Cabbage	E. Tomato
B. Potato	D. Lettuce	F. Brussel sprout

1.6.1 Sauerkraut (1)

1.6.2 Caprese salad (1)

1.6.3 Vichyssoise (1)

1.6.4 Moussaka (1)

TOTAL SECTION A: 40

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

QUESTION 2

2.1 Distinguish between the terms *food spoilage* and *food poisoning*. Use practical examples to justify your answer. (4)

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

> Pedro Marata is starting a fast food business. Before opening his business, he sends all his food workers for training in food safety.

2.2.1 Supports Pedro's decision to train his food workers. Explain why it is so important that people who prepare food for sale should have a sound knowledge of food safety. (3)

2.2.2 Compile THREE guidelines for Pedro and his workers to prevent the following types of contamination:

(a) Physical contamination (3)

(b) Chemical contamination (3)

(c) Cross contamination (3)

2.3 All restaurants should have an effective security system. List FIVE components of such a system. (5)

2.4 Compile guidelines how the hotel must handle the following emergencies :

2.4.1 A guest slipped at the pool and broke her arm (3)

2.4.2 Community strike in front of the hotel on their way to the municipality offices (3)

2.4.3 Armed robbers' storm into the foyer and demand that the receptionist gives them the cash in the safe (3)

TOTAL SECTION B: 30

SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

QUESTION 3

3.1 Study the list of dishes below and answer the questions that follow.

Snoek Pate with Pot Bread; Chocolate Mousse; Bobotie; Yellow Rice with Raisins; Morogo Puffs; Cucumber, Tomato and Piquant Pepper Sambal; Cream of Tomato Soup with Croutons; Grilled Steak; Potato Chips; Greek Salad; Malva Pudding with Rooibos Tea Custard Sauce

3.1.1 Select from the list of dishes a dish that reflects our indigenous South African products:

(a) Starter (1)

(b) Main course with side dishes (4)

(c) Dessert (1)

3.1.2 Morogo is not usually sold in supermarkets. Suggest a suitable replacement for morogo. (1)

3.2 Study the extract below and answer the questions that follow.

Breakfast is one of the important services that hotels and guesthouses provide. The variety of dishes and ways in which it is served can contribute to the competitive advantage of the enterprise.

3.2.1 Give TWO hints for presenting cereals for breakfast. (2)

3.2.2 Suggest TWO ways how eggs can be prepared for guests for breakfast. (2)

3.2.3 Nowadays guest houses tend to get more guests who are vegetarians. List TWO main courses that will be suitable for breakfast for vegetarians. (2)

3.3 Use your knowledge of menu planning and critically comment on the statement below.

A chef cannot use the same menu for a three-course meal for the following two groups: • a lunch for ladies of a book club • dinner for the school's first rugby team

(4)

3.4 Give a reason for each of the following rules when preparing stock:

3.4.1 Do not add salt (1)

3.4.2 Skim the scum regularly (1)

3.4.3 Simmer slowly (1)

3.5 Identify TWO vegetables below that are NOT suitable for stock. Motivate your answer.

mushrooms; carrots; cauliflower; garlic; potatoes; leeks

(4)

3.6 Explain the meaning of the following terms that is related to stocks:

3.6.1 Mirepoix (2)

3.6.2 Fumet (2)

3.6.3 Deglaze (2)

3.7 List FOUR qualities of a good soup. (4)

3.8 Study the costing sheet below and answer the questions that follow:

DISH: MUSHROOM FRITTATA YIELD: 4			
Ingredients	**Units required**	**Unit purchased**	**Purchase price**
Eggs	8	dozen	R18,00
Mushrooms	750 g	1 kg	R80,00

3.8.1 Calculate the total cost to prepare the dish. Show all calculations. (4)

3.8.2 Calculate the cost per portion. (2)

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QUESTION 4

4.1 Study the following two seafood dishes and compare it with one another by completing the table below.



A. **B.**

		A	B
4.1.1	Name of dish		
4.1.2	Country of origin		
4.1.3	Traditional starch side dish		
4.1.4	Cooking method		

(8)

4.2 Study the picture of the chicken dish below and answer the questions that follow.



4.2.1 Suggest a suitable chicken cut for the dish. Motivate your answer. (2)

4.2.2 Give TWO hints for cooking the dish to prevent the end product from being dry. (2)

4.2.3 Suggest TWO suitable ... that will complement the dish.

(a) fillings (2)

(b) side dishes (2)

4.3 Suggest THREE hints for handling chicken to eliminate food poisoning and spoilage. (3)

4.4 Suppose you need to bake a loaf of bread for someone who is allergic to gluten. List THREE types of flour that you can use as an alternative for wheat flour and that is gluten free. (3)

4.5 Give THREE functions of the following ingredients in baked products:

4.5.1 Sugar (3)

4.5.2 Eggs (3)

4.6 Choose from the list below TWO examples of dishes where steam is an important raising agent:

carrot cake; chocolate brownies; cream puffs; buttermilk rusks; pastry dough; pizza

(2)

4.7 Study the photos below of cakes with unwanted results.



A **B**

Identify the mistake in each and give TWO possible reasons for the mistakes. Tabulate your answer as follows:

		MISTAKE	TWO REASONS
4.7.1	Cake A	(1)	(2)
4.7.2	Cake B	(1)	(2)

(6)

4.8 Explain the effect of the following on the end result of yeast baking:

4.8.1 Too little salt (1)

4.8.2 Too much salt (1)

4.8.3 Too little liquid (1)

4.8.4 Too much liquid (1)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 Choose a suitable act from the list below that provides protection to employers and employees in the Hospitality industry in each situation given below.

Basic Conditions of Employment Act; Employment Equity Act; Hygiene Regulations R918; Labour Relations Act; Aliens Control Act; General Safety Regulations 1031; Unemployment Insurance Act; Compensation for Occupational Injuries and Diseases Act

5.1.1 Nomsa sustained burns when a gas bottle exploded in the kitchen. She will not be able to work for 2 months. Her medical leave is already exhausted.

5.1.2 Hester could not apply for the post as Sous Chef. According to her employer, only male personnel are eligible.

5.1.3 The restaurant where Hein worked reduced their number of staff and Hein now lost his job.

5.1.4 Simphiwe is the owner of a restaurant. He ensures that his restaurant's health and safety policy is followed and clearly visible. Fire extinguishers are regularly checked and serviced.

5.1.5 The Sunshine Coast Hotel annually employs chefs from Portugal. It is checked that they all have legal permits. (5)

5.2 List FOUR qualities a chef should have. (4)

5.3 Give the French name for the chef in a large kitchen responsible for the following dishes:

5.3.1 Meat Stocks / Soups

5.3.2 Beef dishes

5.3.3 Vegetable dishes

5.3.4 Desserts and confectionery (4)

5.4 Discuss FOUR consequences of bad hygiene of kitchen staff for an establishment. (4)

5.5 Mention FOUR responsibilities of the employer of a hospitality establishment as required by the Occupational Health and Safety Act. (4)

5.6 Discuss how teamwork will ensure the smooth running of the food production area in a restaurant. (4)

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QUESTION 6

6.1 Study the photos of service styles below and answer the questions that follow.



6.1.1 Identify the service style displayed by each photo. (6)

6.1.2 List THREE advantages of using service style **D**. (3)

6.1.3 Explain why the dishes of service style **C** are so expensive. (2)

6.1.4 Give TWO disadvantages of using service style **A** for large groups of guests. (2)

6.2 Every restaurant has a specific procedure to welcome guests and to seat them when they arrive. Write down a general procedure that would be acceptable in any business. (6)

6.3 Describe what the restaurant management and staff can do to create a pleasant atmosphere and restaurant environment. (3)

6.4 Explain what the term *crumb down* means. In your answer refer to the stage of meal when it is done and the equipment used to do it. (3)
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TOTAL SECTION D: 50
GRAND TOTAL: 200