BERGVLIET HIGH SCHOOL

HOSPITALITY STUDIES

GRADE 11

NOVEMBER EXAMINATION

07 NOVEMBER 2025

3 Hours **200 Marks**

EXAMINER: Mamhende. A **MODERATOR: Chirinda. F**

NAME:			
		POSSIBLE MARK	**LEARNERS MARK**
SECTION A:	Short questions	40	
SECTION B:	Kitchen and restaurant operations		
	Hygiene, safety and security	40	
SECTION C:	Nutrition and menu planning		
	Food commodities	80	
SECTION D:	Sectors and careers		
	Food and beverage service	40	
	TOTAL	**200**	

***DETACH this page and attach it to your script as the cover page.**

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	(40)
SECTION C:	Nutrition and menu planning Food commodities	(80)
SECTION D:	Sectors and careers Food and beverage service	(40)

2. ALL questions are COMPULSORY and must be answered on your lined paper.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Start each question on a NEW page.
5. You may use a calculator.
6. Write only in black or blue ink.
7. Pay attention to spelling and sentence construction.
8. 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 numbers (1.1.1 to 1.1.10) on the lined paper, for example 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 sweet South African heritage delicacy, crisp pastry plaits fried and then dipped in an aromatic syrup:

A Churro
B Koeksister
C Loukomades
D Doughnut (1)

1.1.2 The spice that provides the flavour in milk tart:

A	B	C	D
			

(1)

1.1.3 Calculate the weight of 3 cups of flour if 250 ml flour equals 120 g flour.

A 375 g
B 625 g
C 750 ml
D 360 g (1)

1.1.4 The cold chain is maintained when the temperature of ice cream is kept at a temperature of ... during storage and delivery.

A -18 °C
B 0 °C
C 2 °C
D -7 °C (1)

1.1.5 The FIFO principle is applied when the storekeeper does the following:

A Orders new stock when maximum levels are reached
B Puts older food on the bottom of a shelf
C Stores new stock at the back of a shelf
D Labels food with dates, so that newer foods are used first (1)

1.1.6 Typical South African seafood dishes:

A Grilled snoek and sweet potato; Curried pickle fish; Bokkoms
B Sole in lemon butter; Bokkoms; Hake in beer batter
C Smoorsnoek; Salmon Tartare; Sardines in chilli sauce
D Pickled fish; Tuna Lasagne; Haddock with cheese sauce (1)

1.1.7 … is NOT a reason for buying food in season.

A Food items are easily available
B Better value for money
C Higher quality food that keeps fresh longer
D Chefs importing food to lower their carbon footprint (1)

1.1.8 Typical South African beverages:

A Rooibos Tea, hot chocolate, pineapple beer
B Ginger beer; mageau; umqombothi
C Mageau; amabele; green tea
D Black tea; umqombothi; coffee

(1)

1.1.9 A suitable poultry offal to prepare chicken stock with is:

A Gizzard
B Neck
C Liver
D Heart (1)

1.1.10 The reason why chefs will choose to buy organically raised chicken is that it ...

A contains less fat.
B is cheaper.
C tastes much better.
D is more easily available. (1)

1.2 **MATCHING ITEMS**

Match the service equipment for a high tea in COLUMN B that best suits an item on the menu in COLUMN A. Write ONLY the correct letter (A–F) next to the corresponding question numbers (1.2.1 to 1.2.5) on your lined paper.

COLUMN A	**COLUMN B**
CLASSIFICATION	**VEGETABLE**
1.2.1 Leaves	A 
1.2.2 Fruit	B 
1.2.3 Pulses and seeds	C 
1.2.4 Bulbs	D 
1.2.5 Flowers	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 numbers (1.3.1 to 1.3.6) on your lined paper.

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/Wine waiter	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/(s) or term/(s) for each of the following descriptions. Write ONLY the correct word/(s) or term/s next to the question numbers (1.4.1 to 1.4.10) on your lined paper.

1.4.1 Any food or beverage that Jewish dietary laws allow a person to eat or drink

1.4.2 A well-known South African dish consisting of spiced minced meat baked with an egg custard topping

1.4.3 The type of menu suitable for a coffee shop

1.4.4 A culinary knife cut in which the food item is cut into long, thin strips,similar to matchsticks

1.4.5 Stop the cooking process in vegetables by plunging them into a bowl of water and ice

1.4.6 The colour of the chopping board used in the industry when preparing Broccoli Pasta Salad.

1.4.7 Harmful organisms that can cause diseases

1.4.8 The green herb associated with pesto sauces

1.4.9 A mixture of roughly chopped carrots, onions and celery is used to flavour soups and sauces.

1.4.10 Equal parts melted butter and flour cooked together and used to thicken sauces (10 x 1)

(10)

1.5 **MATCHING ITEMS**

Select from the list below the raising agent of the given dishes:

A Baking Powder	B Air	C Yeast
D Steam	E Bicarbonate of Soda	

1.5.1 Swissroll (1)

1.5.2 Biscotti (1)

1.5.3 Focaccia (1)

1.5.4 Buttermilk rusks (1)

1.6 **SELECTION ITEMS**

Select FIVE potentially harmful foods for food contamination from the list below and write ONLY the letters that correspond with the correct answers on your lined paper.

A Custard

B Raw butternut

C Cooked rice

D Melon slices

E Cooked cauliflower

F Chicken mayonnaise sandwich

G Seafood pasta

H Fried egg plant

I Dry beans (5 x 1) (5)

TOTAL SECTION A: 40

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

QUESTION 2

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

> Carol opened a salad bar called Lettuce Indulge. One of the items on the menu is Caesar Salad with raw apple as the main ingredient.

2.1.1 Explain to Carol why training her kitchen staff regarding food safety is important. Give FOUR reasons. (4)

2.1.2 Advise Carol on the following:

(a) Invest in colour-coded chopping boards (2)

(b) THREE practical hints to prevent the apples in the salad from discolouring. (3)

2.1.3 Suggest backup plans for Carol in case of load-shedding or power failure in the ... area.

(a) kitchen (2)

(b) restaurant (2)

2.2 Briefly describe how cross-contamination can be prevented in a kitchen regarding:

2.2.1 Worksurfaces (2)

2.2.2 Garbage bins (2)

2.2.3 Storing raw food in fridge (2)

2.3 The Beach Hotel serves a hot pasta salad on its buffet menu. It is prepared and refrigerated the day before.

Recommend THREE rules to be followed when reheating the hot pasta salad to prevent the growth of micro-organisms. (3)

2.4 Identify the bacteria that might cause food poisoning when the following is eaten:

2.4.1 Cracked eggs

2.4.2 Chicken stew that was kept lukewarm for a long time

2.4.3 A group of friends who shared a bowl of pasta for lunch

2.3.4 A large container of cooked rice was not properly cooled before being placed in the fridge. The next day, it was heated and served to guests. (4)

2.5 Explain how restaurant staff should handle the following:

2.5.1 A fire breaks out when the gas cylinder of a heater explodes. (4)

2.5.2 Arguments between intoxicated guests (4)

2.5.3 Armed robbers storm into the foyer and demand that the receptionist give them the cash in the safe (3)

2.6 All restaurants should have an effective security system. List THREE components of such a system. (3)

TOTAL SECTION B: 40

SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES

QUESTION 3

3.1 Study the costing sheet below and answer the questions that follow.

Dish: Cupcakes **Yield: 6**			
Ingredients	**Units required**	**Unit purchased**	**Purchase price**
Margarine	60 g	500 g	R29,49
Sugar	80 g	2,5 kg	R48,50
Egg	1	Dozen	R38,25
Self-rising flour	120 g	2,5 kg	R25,99
Milk	60 ml	500 ml	R11,00

3.1.1 Calculate the total cost to prepare the dish. Show ALL calculations. (12)

3.1.2 Calculate the cost per portion. (2)

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

Starter	**Main course**
• Prawns in lemon butter • Biltong soup with pot bread • Mushroom soup with croutons	• Beef Wellington • Chicken Schnitzel • Denningvleis
Side Dishes	**Dessert**
• Yellow rice with raisins • Steamed carrots • Creamed marogo • Cucumber, tomato and piquant pepper sambal • Mashed potatoes and peas • Salad Caprese	• Malva pudding with custard sauce • Crème caramel • Trifle

3.2.1 Choose from the list a dish that reflects South African cuisine:

(a) starter (1)

(b) main course (1)

(c) starch dish as accompaniment for the main course (1)

(d) vegetable dish to be served with the main course (1)

(e) salad to be served with main course (1)

(f) dessert (1)

3.3 Give guidelines concerning the following when planning food items for a tea party for a special occasion:

3.3.1 Presentation and appearance (2)

3.3.2 Variety (2)

3.3.3 Special needs (2)

3.3.4 Beverages (2)

3.4 Make brief notes about rice regarding the following:

3.4.1 Suitability for gluten-free diets (1)

3.4.2 Yield of 250 ml raw rice when cooked (1)

3.4.3 Serving rice (1)

3.4.4 Reason for soaking/washing rice before cooking it (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 Suggest the best way to store the following vegetables:

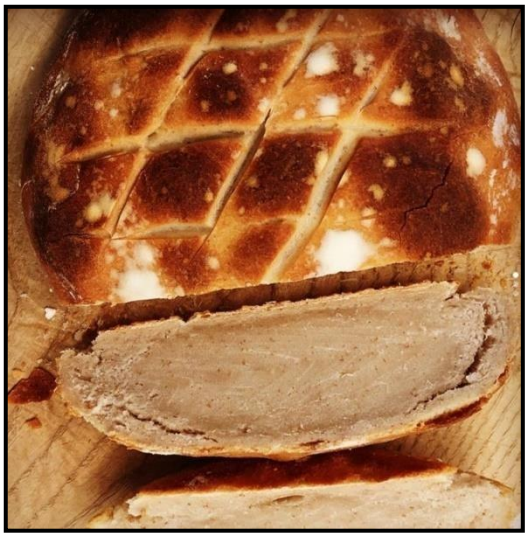
3.6.1 Lettuce (2)

3.6.2 Potatoes (2)

[40]

QUESTION 4

4.1 Study the picture of a sourdough loaf and answer the questions that follow.



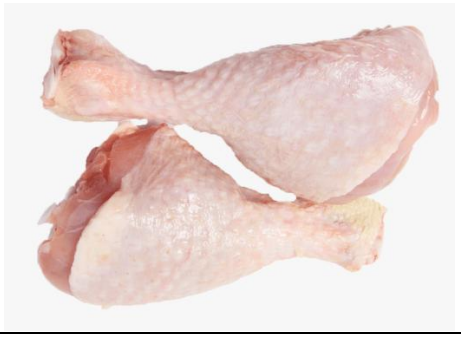
4.1.1 Identify a quality of this loaf's ... that has a negative effect on the sales.

(a) appearance (1)

(b) texture (1)

4.1.2 Give THREE possible reasons for the faulty texture. (3)

4.2 Study the pictures of chicken cuts below and answer the questions that follow.

A	B
	

4.2.1 Identify chicken cuts **A** and **B**. (2)

4.2.2 Predict which one of the two chicken cuts will be more moist and flavoursome when cooked. Motive your answer. (2)

4.2.3 Recommend the chicken cut that will be best suited for:

(a) Bone broth

(b) Chicken schnitzel

(c) Stuffed chicken, wrapped in bacon and then fried

(d) Barbequed sticky chicken portions (4 x 1) (4)

4.2.4 Poultry is a highly perishable food. List TWO points that must be considered when storing poultry. (2)

4.3 Study the extract below and answer the questions.

A chef buys fresh hake at the local fish market. To prepare the fish he dips it in a batter and then deep fries it.

4.3.1 State TWO qualities the fresh hake must have to ensure quality and freshness. (2)

4.3.2 Suggest TWO cuts of this hake that he could prepare for deep frying. (2)

4.3.3 Give TWO suggestions of starch dishes that complement the deep-fried hake. (2)

4.4 Give a brief explanation of each of the terms that are associated with sauces and stocks:

4.4.1 Fumet (2)

4.4.2 Reduction (2)

4.4.3 Mirepoix (2)

4.4.4 Bouquet garni (2)

4.4 Choose from the list below a suitable hot sauce to be served with each of the given dishes:

Tomato sauce; Mornay; Apple sauce; Vin blanc; Mayonnaise; Espagnole; Chutney; Hollandaise

4.4.1 Cooked asparagus (1)

4.4.2 Poached haddock (1)

4.4.3 Oven-fried pork (1)

4.4.4 Spaghetti and shrimp (1)

4.5 Study the pictures below and answer the questions that follow.

	
A: Chocolate butter cake	**B:** Swiss roll sponge cake

4.5.1 Distinguish between the preparation techniques used in each cake. (2)

4.5.2 Give a brief description of each of the techniques mentioned in QUESTION 4.5.1. (2 x 2) (4)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 List THREE qualities a chef should have. (3)

5.2 Discuss how teamwork will ensure the smooth running of the food production area in a restaurant. (3)

5.3 State THREE consequences of bad hygiene of kitchen staff for an Establishment. (3)

5.4 Read the extract below and answer the questions that follow.

> Petra wants to book the banquet hall at the Sunset Beach Hotel for the Christmas party of the Flexi Global Insurance Company.

5.4.1 Name the staff member at the Sunset Beach Hotel that Petra needs to make arrangements with. (1)

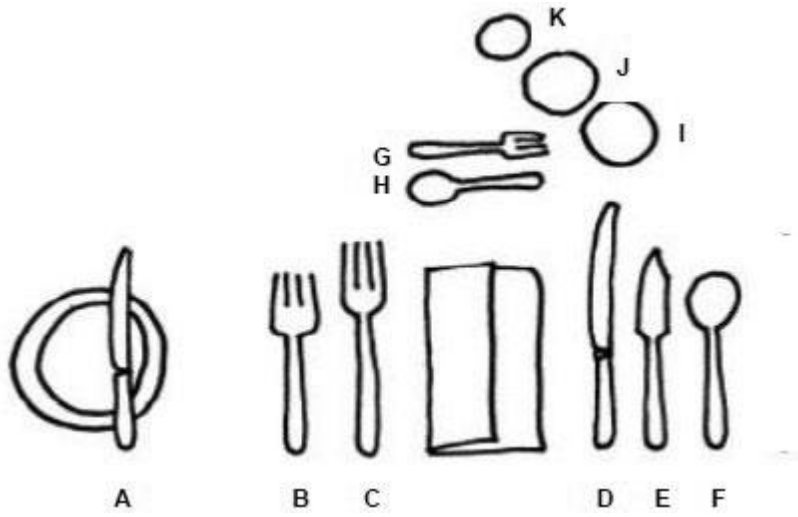
5.4.2 List FIVE details regarding the event that Petra needs to communicate with the staff member mentioned in QUESTION 5.4.1. (5)

5.5 Explain what team members in a restaurant can do to prevent problems during service. (4)

[20]

QUESTION 6

6.1 Study the picture and extract below and answer the questions that follow.



This place setting is for the following meal plan: Soup or Fish, Main course, Dessert.

6.1.1 Identify the type of menu for the above place setting. (1)

6.1.2 Identify the cutlery labelled **A**, **B**, **D** and **F**. (4)

6.1.3 Select the letter where the red wine glass should be placed. (1)

6.2 Study the picture below and answer the questions that follow.



6.2.1 Identify the service style illustrated in the picture above. (1)

6.2.2 List THREE advantages for restaurants to use this service style. (3)

Study the images below and answer the questions that follow.

A	B
	

6.2.3 Name the service methods shown in images **A** and **B** above. (2)

6.2.4 Critically comment on why method B would not be used at the Spur. (2)

6.2.5 Evaluate the use of method A for the dinner service at a Matric dance. (3)

6.3 Explain the term *crumb down*. In your answer, refer to the stage of the meal when it is done and the equipment used to do it. (3)

[20]

TOTAL SECTION D: 40

GRAND TOTAL: 200