BERGVLIET HIGH SCHOOL

HOSPITALITY STUDIES

GRADE 11

NOVEMBER EXAMINATION

7 NOVEMBER 2025: MEMO

3 Hours **200 Marks**

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SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	B ✓	1.1.6	A ✓	
1.1.2	B ✓	1.1.7	D ✓	
1.1.3	D ✓	1.1.8	B ✓	
1.1.4	A ✓	1.1.9	B ✓	
1.1.5	C ✓	1.1.10	C ✓	(10)

1.2 MATCHING ITEMS

1.2.1	C ✓		
1.2.2	E ✓		
1.2.3	B ✓		
1.2.4	F ✓		
1.2.5	D ✓	(5 x 1)	(5)

1.3 MATCHING ITEMS

1.3.1	C ✓		
1.3.2	D ✓		
1.3.3	F ✓		
1.3.4	G ✓		
1.3.5	E ✓		
1.3.6	B ✓	(6 x 1)	(6)

1.4 ONE-WORD ITEMS

1.4.1	Kosher ✓		
1.4.2	Bobotie ✓		
1.4.3	Á la carte ✓		
1.4.4	Julienne ✓		
1.4.5	Refreshing ✓		
1.4.6	Green ✓		
1.4.7	Pathogenic Microorganisms ✓		
1.4.8	Basil ✓		
1.4.9	Mirepoix ✓		
1.4.10	Roux ✓	(10 x 1)	(10)

1.5 MATCHING ITEMS

1.5.1	B ✓		
1.5.2	A ✓		
1.5.3	C ✓		
1.5.4	E ✓		(4)

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1.6 **CHOICE ITEMS**

Custard ✓	A		
Cooked rice ✓	C		
Melon slices ✓	D		
Chicken mayonnaise sandwich ✓	F		
Seafood pasta ✓	G	(Any order) (5 x 1)	(5)

TOTAL SECTION A: 40

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

QUESTION 2

2.1 2.1.1
- To prevent guests from getting sick/to serve safe food to guests/to prevent outbreak of food poisoning and even death ✓
- Food spoilage and complaints of guests ✓
- To protect the enterprise and food workers from being prosecuted in terms of the Occupational Health and Safety Act / legal actions of guests / legal costs and fines issued by authorities
- Legal claims and costs can be expensive ✓
- To protect and build the reputation of the enterprise / the business can lose clients ✓ (Any 4 x 1) (4)

2.1.2 (a)
- It minimises cross contamination ✓
- It ensures that high risk and low risk food, for example raw meat and salads are kept separate ✓ (2)

(b)
- Store apples at a low temperature to inhibit enzymatic action ✓
- Do not cut apples in too small pieces/do not cut apples too long before serving time ✓
- Coat apples with lemon juice/acid/vitamin C ✓ (3)

2.1.3 (a)
- Invest in generator(s) ✓
- Use gas in the kitchen ✓
- Be prepared to have easy-to-prepare dishes for such unforeseen occasions ✓
- Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperatures ✓ (Any 2 x 1) (2)

(b)
- Have lamps and candles ready for emergency lighting ✓
- Collaborate with kitchen regarding special menus to recommend to guests for such cases ✓ (2)

2.2 2.2.1
- Work surfaces must be cleaned and sanitised daily / use chemicals that kill bacteria to clean surfaces ✓
- Work surfaces must be smooth and without cracks ✓
- Cooked and uncooked food should not be worked with on the same surface / use different coloured boards for different foods ✓ (Any 2 x 1) (2)

2.2.2
- Garbage bins should not be near food preparation areas ✓
- Keep lids on garbage bins ✓
- Empty garbage bins regularly ✓ (Any 2 x 1) (2)

2.2.3
- Cover all food in the fridge ✓
- Store raw food at the bottom of the fridge or cold room / store cooked food above raw food to prevent dripping of raw food on cooked food ✓
- Meat, fish, chicken, raw fruit and vegetables must be stored in separate areas in the cold room or fridge to prevent cross contamination ✓
- Store raw and cooked items separately ✓
- Store strong smelling food away from other foods ✓
- Keep refrigerator doors shut ✓ (Any 2 x 1) (2)

2.3
- Label all poisonous chemicals and cleaning compounds carefully ✓
- Store chemicals and cleaning compounds in a separate area from food ✓
- Never use galvanised containers to store acid foods such as tomatoes ✓
- Wash all fresh fruits and vegetables thoroughly ✓ (Any 3 x 1) (3)

2.4 2.4.1
- Use fire extinguisher or sand if the fire is small ✓
- Activate fire alarm if it is a large fire ✓
- Phone the fire brigade ✓
- Close windows and doors and switch off electricity ✓
- Vacate building or the restaurant area/ direct guests out of the building ✓
- Staff must keep guests calm ✓ (Any 4 x 1) (4)

2.4.2
- Do not panic; remain calm ✓
- Speak slowly and in calm tones / be polite but assertive ✓
- Call security personnel to the scene immediately ✓
- Try to resolve the conflict quickly to minimise the disruption of other guests ✓
- Write up the incident in the appropriate log book so that the information is available if further action is needed or notifying the police is required ✓ (Any 4 x 1) (4)

TOTAL SECTION B: 30

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SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 Margarine: (60 ÷ 500) x R29,49
= R3,54 ✓✓

Sugar: (0,08 ÷ 2,5) x R48,50
= R1,56 ✓✓

Egg: (1 ÷ 12) x R38,25
= R3,19 ✓✓

Self-raising flour: (0,12 ÷ 2,5) x R25,99
= R1,25 ✓✓

Milk: (60 ÷ 500) x R11,00
= R1,32 ✓✓

TOTAL: (R3,54 + R1,56 + R3,19 + R1,25 + R1,32) ✓
= R10,86 ✓ (12)

3.1.2
- R10,86 ÷ 6 ✓
- = R1,81 per portion ✓ (2)

3.2 3.2.1 (a) Biltong soup with pot bread ✓ (1)

(b) Denningvleis ✓ (1)

(c) Yellow rice with raisins ✓ (1)

(d) Creamed marogo ✓ (1)

(e) Cucumber, tomato and piquant pepper sambal ✓ (1)

(f) Malva pudding with custard sauce ✓ (1)

3.3 3.3.1
- People eat with their eyes first so make sure that food items is served and garnished elegantly and attractively ✓
- Choose the colours carefully; it will add to the glamour of the tea table ✓
- Make sure that at least one dish on the menu is colourful ✓
- Use different textures ✓ (Any 2 x 1) (2)

3.3.2
- Use a balance between sweet and savoury dishes ✓
- Use texture and garnishes to provide variety ✓
- Serve an equal choice of rich and healthy options ✓
- Use different cooking methods ✓
- Vary flavours and ingredients ✓
- Consider the time of the day ✓ (Any 2 x 1) (2)

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3.3.3
- Keep cultural and religious preferences in mind, for example Jewish guests do not eat bacon ✓
- Keep medical conditions in mind, for example nut allergies ✓ (2)

3.3.4
- Serve a variety of teas ✓
- Cold drinks can also be served, for example, iced tea/fruit juices ✓
- Other hot drinks, for example, hot chocolate, can be served ✓

(Any 2 x 1) (2)

3.4 3.4.1 It is suitable / rice does not contain gluten/gluten free ✓ (1)

3.4.2 675 ml to 750 ml ✓ (1)

3.4.3 45 g to 50 g uncooked rice per person ✓ (1)

3.4.4
- Soaking softens the grains ✓
- Soaking shortens the cooking time ✓ (Any 1 x 1) (1)

3.5

	Preparation	Motivation
3.5.1	• Blanch, remove skin ✓ • Remove seeds ✓ (2)	• Unpleasant, tough texture of skin/ seeds can give a bitter taste ✓ (1)
3.5.2	• Cut into slices. Sprinkle with salt. Stand for 30 minutes ✓ • Remove liquid ✓ (2)	• Remove excess liquid and bitterness ✓ (1)

3.6 3.6.1 Loosely packed in plastic bags or airtight containers in fridge ✓ (1)

3.6.2 Dark paper bag/ cool, dry place/ not in refrigerator ✓ (1)

[40]

QUESTION 4

4.1 4.1.1 (a) Too dark / low volume ✓ (1)

(b) Dense / heavy texture ✓ (1)

4.1.2
- Poor quality flour ✓
- Too much flour forced into the dough ✓
- Too little / much salt ✓
- Too little yeast ✓
- Improper fermentation or proofing / not risen enough ✓
- Oven too hot / not baked enough ✓
- Dough too stiff or too soft ✓ (Any 3 x 1) (3)

4.2 4.2.1
- Fish should have a slight sea smell or no odour at all ✓
- Eyes must be clear and full, not sunken ✓
- Gills should be intact and bright red ✓
- Flesh should be firm and elastic/resilient. It should spring back when pressed with the finger ✓
- Fins and scales should be moist and full without excessive drying on the outer edges ✓
- Skin should be moist and glistening with no bruises or dark spots ✓ (Any 4 x 1) (4)

4.2.2
- Potatoes: fried, potato chips, cooked, mashed, baked ✓
- Rice ✓
- Cous cous ✓
- Pasta ✓
- Cooked wheat ✓ (Any 2 x 1) (2)

4.3 4.3.1 Fish stock with lemon juice or white wine ✓✓ (2)

4.3.2 Process of thickening a liquid/sauce/soup by evaporation to produce a more intense flavour ✓✓ (2)

4.3.3 A mixture of roughly chopped carrots, onion and celery to flavour stocks and sauces ✓✓ (2)

4.3.4 A bundle of herbs and spices tied together and added to stock for flavour ✓✓ (2)

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4.4 4.4.1 Hollandaise ✓ (1)

4.4.2 Mornay ✓ (1)

4.4.3 Apple Sauce / Espagnole ✓ (1)

4.4.4 Tomato sauce ✓ (1)

4.5
- It must be served piping hot ✓
- There should be no fat floating on the surface ✓
- It should have a distinctive broccoli flavour ✓
- It should have the correct consistency ✓
- It should have a good green colour ✓
- It should look attractive without too much garnish ✓ (Any 3 x 1) (3)

4.64.6

	Name of soup	Hot or cold	TWO main ingredients
4.6.1	Vischyssoise	cold ✓ (1)	• Potatoes ✓ • Leeks ✓ (2)
4.6.2	Minestrone	hot ✓ (1)	• Pasta ✓ • Beans ✓ • Vegetables/carrots/ tomatoes ✓ (Any 2)

4.7 4.7.1 Chocolate butter cake: creaming method ✓
Swiss roll sponge cake: sponge method ✓ (2)

4.7.2 Creaming method:
- Cream shortening and sugar until light and fluffy ✓
- Add egg one by one. Mix well ✓
- Alternate adding dry ingredients and liquids ✓

Sponge method:
- Whisk egg yolks. Add sugar little by little until ribbon stage ✓
- Fold dry ingredients into egg yolk mixture ✓
- Whisk egg white until stiff point stage and fold into mixture ✓ (6)

[40]

TOTAL SECTION C: 80

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SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1

- Multi-tasking ✓
- Expert cooking knowledge ✓
- Multi-skilled, organised and creative ✓
- Good communication skills ✓
- Ability to handle budgets ✓
- Ability to organise efficient work schedules ✓
- Ability to select, dismiss and train staff ✓ (Any 3 x 1)

5.2 By:

- Sharing the workload amongst each other √
- Working towards a common goal to produce food of a high standard √
- Showing team effort where everyone pulls their weight during preparation
- and service √
- Being responsible; arrive to work on time √ (Any 3 x 1)

5.3

- Poor hygiene practices can lead to:
- Food poisoning and sometimes death √
- Food waste caused by food spoilage √
- Legal action taken by guests affected by food poisoning √
- Contamination and customer complaints √
- Pest infestation √
- High cost of/time spend on decontamination cleaning √
- Loss of customers √
- Food wastage due to food spoilage √
- Legal costs and fines by the health authorities if the business is prosecuted for breaking the laws √ (Any THREE) (3)

5.4 5.4.1 Banquet manager ✓ (1)

5.4.2
- Date of event ✓
- Time events starts ✓
- Number of guests ✓
- Menu ✓

- Table plans ✓
- Décor ✓
- Music ✓
- Costs / payments ✓ (Any 5 x 1) (5)

5.5
- Effective team work / sharing the workload ✓
- Each team member must have a clear idea of what needs to be done and the goals that have to be achieved ✓
- Mise-en-place must be completed in time / start all preparation in advance/ mise-en-place must be completed before guests arrive ✓
- Tasks must be broken into smaller tasks in a specific sequence to help the team to be efficient ✓
- Team members should help one another ✓
- Team members need to be alert / be willing to walk the extra mile ✓
- Being responsible; arriving to work on time ✓ (Any 4 x 1) (4)

(20)

QUESTION 6

6.1
6.1.1 Table d'hôte ✓ (1)

6.1.2 A – Butter knife ✓
B – Fish fork ✓
D – Main course knife/table knife ✓
F – Soup spoon ✓ (4 x 1) (4)

6.1.3 J ✓ (1)

6.2
6.2.1 Plated service ✓ (1)

6.2.2
- Many guests can be served in a short time / it saves time ✓
- It does not require a high level of skills for waiters✓
- Better portion control ✓
- Chefs can have the opportunity to show off their creativity in plating dishes attractively ✓
- Less wastage ✓
- Speciality training in terms of serving food from a platter is not required ✓ (Any 3) (3)

6.2.3 A - Buffet✓

B – Silver service✓ (2)

6.2.4

- Spur is a **casual, family-style restaurant**, while silver service is formal and not suited to its relaxed atmosphere. ✓
- Silver service is **time-consuming**, which would slow down service and reduce table turnover. ✓
- Spur's menu (steaks, ribs, burgers, chips) is **plated in the kitchen**, not suitable for platter-style silver service. ✓
- Silver service requires **highly trained staff** and specialised equipment, increasing operating costs. ✓
- Spur customers expect **quick, affordable and informal service**, not the formal procedures of silver service. ✓ Any (2)

6.2.5

Pros of Buffet Service (Matric Dinner – 230 guests)
- **Faster service for large groups** because multiple guests can serve themselves at once.✓
- **Greater menu variety,** allowing guests to choose what they prefer.✓
- **Less staff required** compared to plated or silver service, reducing labour costs.✓
- **Portion flexibility** – guests take the amount they want, reducing complaints about portion sizes.✓
- **Allows social interaction** as guests move around and mingle while getting food.✓
- **Easier to cater for dietary needs** (vegetarian, halaal sections, allergies clearly labelled).✓

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Cons of Buffet Service (Matric Dinner – 230 guests)

- **Long queues may form**, causing delays and frustration, especially with 230 guests. ✓
- **Food can run out quickly** if not monitored and replenished on time.✓
- **Higher risk of food contamination** because many people handle utensils.✓
- **Requires a lot of space** for buffet tables, flow management, and movement around the venue.✓
- **Temperature control is difficult** – food may become too cold or too warm if not properly maintained.✓
- **Less formal and elegant**, which may not suit the tone some schools want for a matric dinner.✓ Any (3)

6.3

- To remove the crumbs from each place setting and prepare the table for dessert by removing extra cutlery, cruets and any other unnecessary items √
- It is done after the main course/ Before dessert is served √
- Waiters can use a napkin and side plate to crumb down √ (3)

[20]

TOTAL SECTION D: 40

GRAND TOTAL: 200

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