



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2020**

**HOSPITALITY STUDIES  
(EXEMPLAR)**

**MARKS: 150**

**TIME: 2½ hours**

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This paper consists of 15 pages.

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**INSTRUCTIONS AND INFORMATION**

1. This question paper consists of FOUR sections.

SECTION A:	Short questions	(30)
SECTION B:	Kitchen and restaurant operations	
	Hygiene, safety and security	(20)
SECTION C:	Nutrition and menu planning	
	Food commodities	(60)
SECTION D:	Sectors and careers	
	Food and beverage service	(40)
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 numbers (1.1.1–1.1.10) in the ANSWER BOOK, 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 Former president, Nelson Mandela's favourite dish, a stew of samp and beans:

- A Sheba
- B Umngqusho
- C Mogodu
- D Chakalaka

1.1.2 The dish below was introduced to South Africa by the following culture:



- A Italians
- B Dutch
- C Germans
- D Portugese

- 1.1.3 If 500 g butter cost R70,00, how much will 125 g butter cost?
- A R17,50
  - B R14,00
  - C R8,75
  - D R35,00
- 1.1.4 The regular washing of hands is very important to prevent cross contamination when handling food. One should wet one's hands with water and soap and scrub one's hands for at least ... seconds.
- A 5
  - B 10
  - C 20
  - D 50
- 1.1.5 A bundle of herbs and spices that is used to flavour soups and sauces:
- A Glace de Viande
  - B Bouquet garni
  - C Jus Lié
  - D Beurre Noisette
- 1.1.6 A popular breakfast dish with fish as main ingredient is ...
- A prawns in garlic butter sauce.
  - B deepfried fish in beer batter.
  - C smoked haddock with cheese sauce.
  - D grilled snoek with sweet potato.
- 1.1.7 When compiling an interesting menu with a large variety one should consider the following:
- A Textures of food, different shapes and age group of guests
  - B Type of event, climate and seasons
  - C Availability of ingredients, flavours of food and dietary needs
  - D Cooking methods, colour of food, textures and tastes of food
- 1.1.8 A hotel caters for a wedding. The employee in charge of all meetings with the client, menu, table plans, costs, wine and communication with other departments regarding the event will be the ...
- A banquet manager.
  - B aboyeur.
  - C food and beverage manager.
  - D maitre d'hotel.

1.1.9 The reason why chefs will choose to buy organically raised chicken is because it ...

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





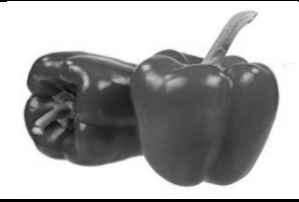

1.1.10 The base of a bisque is ...

- A shell fish and béchamel.
- B beetroot, milk and egg yolk.
- C potato and cream.
- D velouté and chopped chicken.

(10 x 1) (10)

## 1.2 MATCHING ITEMS

Match the vegetable in COLUMN B that best suits the classification according to edible parts of vegetables in COLUMN A. Write ONLY the correct letter (A–F) next to the corresponding question numbers (1.2.1–1.2.5) in your ANSWER BOOK.

COLUMN A CLASSIFICATION	COLUMN B 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 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 (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 Dried and salted fish, a well known delicacy from the West Coast region of South Africa
- 1.3.2 A suitable substitute for morogo or umfino
- 1.3.3 The spice used to flavour milk tart
- 1.3.4 The French term for cake
- 1.3.5 The service style where waiters prepare Crêpes Suzette in front of guests
- 1.3.6 The technique where the meat is wrapped in a layer of fat or bacon before roasting it
- 1.3.7 A unique dish that identifies an individual chef or restaurant
- 1.3.8 Harmful organisms that can cause diseases
- 1.3.9 The type of contamination caused by pesticides and detergents
- 1.3.10 A mixture of roughly chopped carrots, onions and celery used to flavour soups and sauces (10 x 1) (10)

### 1.4 SELECTION ITEMS

Select FIVE dishes that will be suitable to serve for a continental breakfast. Write ONLY the letters that correspond with the correct answers in your ANSWER BOOK.

- A Orange juice
- B Fried bacon
- C Croissants
- D Brie and Cheddar
- E Scrambled eggs
- F Bran Muffins
- G Salami and ham (5 x 1) (5)

**TOTAL SECTION A: 30**

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS  
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

2.1 Proper and frequent washing of hands plays an important role in kitchen hygiene. Give a detailed description how it should be done. (5)

2.2 Choose from the list below FOUR food items that might be seen as a high risk for food contamination:

- Salmon mayonnaise filling
- Cooked cauliflower
- Melon wrapped in Parma ham
- Custard sauce
- Rice salad
- Almonds

(4)

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

2.3.1 Cracked eggs

2.3.2 Chicken stew that was kept lukewarm for a long time

2.3.3 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 placing in the fridge. The next day it was heated and served to guests (4)

2.4 The Beach Hotel serves a hot pasta salad on their 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)

2.5 Lilian, the front desk receptionist of the Beach Hotel was a victim of an armed robbery while on duty.

Explain how Lilian should have handled the above situation. (4)

**TOTAL SECTION B: 20**



**SECTION C: NUTRITION AND MENU PLANNING  
FOOD COMMODITIES****QUESTION 3**

3.1 Study the menu below and answer the questions that follow.

<p style="text-align: center;"><b>Menu</b></p> <p style="text-align: center;"><b>Susan's 60th Birthday Tea</b></p> <p style="text-align: center;">Koeksisters Scones with Strawberry Jam and Cream Petit Fours Mini Milktart</p> <p style="text-align: center;">XXX</p> <p style="text-align: center;">Biltong Sandwiches Ham-and-Onion Quiche Spinach Muffins Bobotie Springrolls</p> <p style="text-align: center;">XXX</p> <p style="text-align: center;">Rooibos Tea Coffee Orange Juice</p>
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- 3.1.1 Select from the menu FIVE items that reflect our indigenous South African ingredients and dishes. (5)
- 3.1.2 Critically comment on the menu's suitability for ... guests.
- (a) gluten intolerant (2)
- (b) vegetarian (2)
- 3.1.3 The buffet service style is recommended for the menu. Support the choice with TWO convincing reasons. (2)

- 3.2 A staff member at an exclusive guest house needs to advise guests with choices from the breakfast menu. Study the list of breakfast dishes given below and make recommendations:

Fresh strawberry and gooseberry salad; Greek yoghurt with honey; spinach fritatta; fried bacon and eggs; avocado slices; grilled boerewors; bran scones; muesli; mealie meal porridge; potbread

- 3.2.1 TWO dishes for a guest that follows a high fat and low carbohydrate diet (2)
- 3.2.2 TWO dishes for an overseas guest who wants to experience authentic South African food (2)
- 3.2.3 A main course breakfast dish for a vegetarian (1)
- 3.2.4 Suggest a suitable way to store and present the muesli at the breakfast buffet table of the guest house (2)
- 3.3 Briefly explain the preparation of the following thickening methods for sauces:
- 3.3.1 Roux (2)
- 3.3.2 Beurre manie (2)
- 3.3.3 Reduction (2)
- 3.4 Study the costing sheet below and answer the questions that follow.

<b>Dish: Flourless chocolate cake</b>			
<b>Yield: 6</b>			
<b>Ingredients</b>	<b>Units required</b>	<b>Unit purchased</b>	<b>Purchase price</b>
Eggs	4	dozen	R18,00
Nutella	240 g	1,35 kg	R588,00

- 3.4.1 Calculate the total cost to prepare the dish. Show ALL calculations. (4)
- 3.4.2 Calculate the cost per portion. (2)

**[30]**

**QUESTION 4**

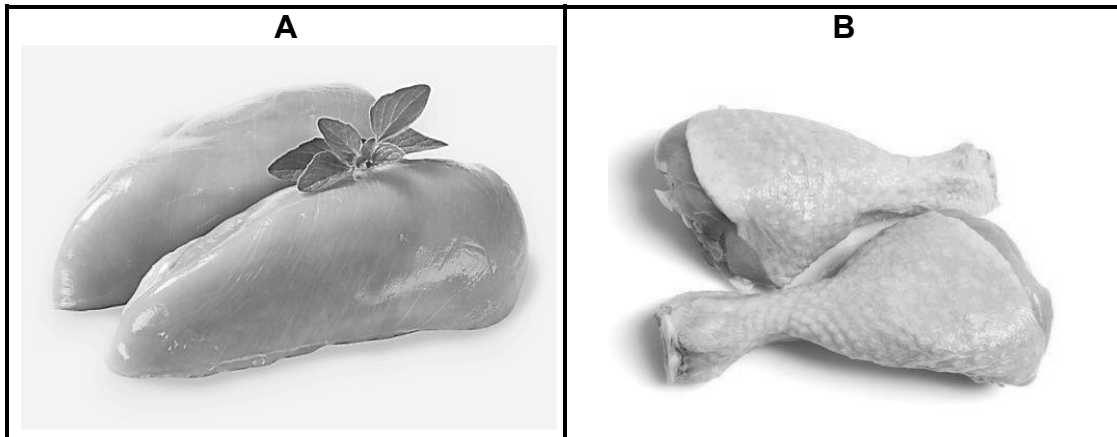
4.1 Choose from the list below **THREE** dishes that has rice as an ingredient.

Kedgeree; Enchilada; Paella; Focaccia; Pilaf; Ravioli; Chorizo; Naan

 (3)

4.2 Poultry is a highly perishable food. List **FIVE** points that must be considered when storing poultry. (5)

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



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

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

4.3.3 Recommend the chicken cut that will be best suitable 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)

4.4 List **TWO** functions of each of the following ingredients when baking bread with yeast as raising agent:

- 4.4.1 Salt
- 4.4.2 Sugar
- 4.4.3 Oil or butter (3 x 2) (6)

4.5 Predict the results in appearance and texture when bread dough was not knocked down after the first raising stage. (2)

4.6 Explain THREE possible causes for each of the following mistakes in cakes:

4.6.1 Sunk in the middle (3)

4.6.2 Dense and heavy texture (3)

**[30]**

**TOTAL SECTION C: 60**

**SECTION D: SECTORS AND CAREERS  
FOOD AND BEVERAGE SERVICE**

**QUESTION 5**

- 5.1 One of the strategies in a large industrial kitchen is to break down large tasks into smaller ones. Discuss how this strategy can contribute to efficient team work. (3)
- 5.2 Compare the benefits of both the traditional way of working in the kitchen with cross training. (4)
- 5.3 List the THREE most senior chefs positions in a large hotel kitchen and give a brief description of each one's responsibilities. (3 x 2) (6)
- 5.4 Read the statement below and answer the questions that follow.

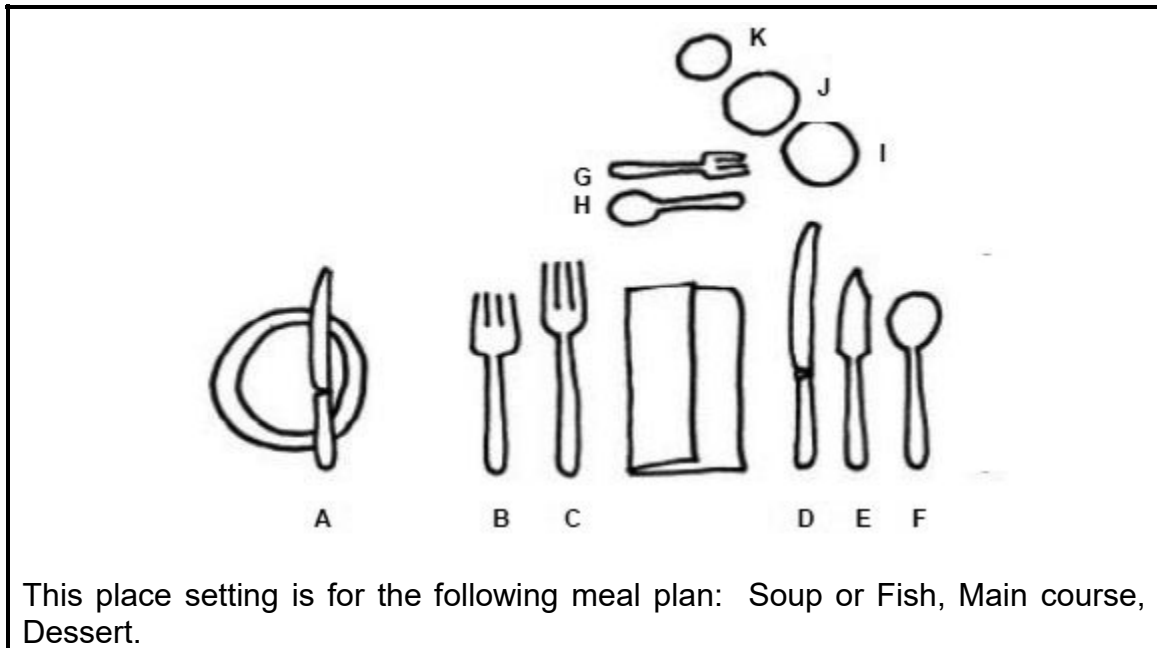
The Occupational Health and Safety Act (OHSA) plays an important role in the Hospitality Industry.

- 5.4.1 Give FOUR responsibilities of employees as required by the Occupational Health and Safety Act. (4)
- 5.4.2 Explain the penalties stipulated by the OHSA for those who do not comply with the Act. (3)

**[20]**

**QUESTION 6**

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



- 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 Identify the letter where the red wine glass should be placed. (1)
- 6.1.4 Suppose you are the *maître d'* and in charge of a large restaurant. Recommend a suitable serviette fold for the waiters. Motivate your choice. (2)
- 6.1.5 Identify the mistake that is made with the placement of the dessert cutlery. (1)
- 6.2 Give FOUR guidelines that should be considered to create a pleasant restaurant environment. (4)
- 6.3 Briefly explain the procedures to be followed when meeting, seating and greeting guests at a restaurant. (3)

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



- 6.4.1 Identify the service style illustrated in the picture above. (1)
  - 6.4.2 List THREE advantages for restaurants to use this service style. (3)
- [20]**

**TOTAL SECTION D: 40**  
**GRAND TOTAL: 150**