



Province of the
EASTERN CAPE
EDUCATION



GRADE 11

NOVEMBER 2010

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours

This question paper consists of 15 pages and a 2-page answer sheet.

INSTRUCTIONS AND INFORMATION**READ THESE INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTIONS.**

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and clearly.
5. Answer SECTION A on the ANSWER SHEET provided.
6. Answer SECTIONS B, C, and D in the ANSWER BOOK.

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are provided as possible answers to the following questions. Choose the answer and make a cross (X) in the block next to the question number (1.1.1 – 1.1.10) on the attached ANSWER SHEET.

EXAMPLE

1.1.11 Kosher food is related to

- A Islam.
- B Judaism.
- C Zulu.
- D Christianity.

ANSWER:

	A	B	C	D
--	---	---	---	---

1.1.1 Food that is permissible according to Muslim rules is called ...

- A Haraam.
- B Veldkos.
- C Halaal.
- D Kosher. (1)

1.1.2 A typical Malay dish is ...

- A bread and butter pudding.
- B bobotie.
- C umfino.
- D pancakes. (1)

1.1.3 A team of workers in a kitchen is called a ...

- A restaurateur
- B managers
- C chef
- D brigade (1)

- 1.1.4 The area in a hospitality establishment that is responsible for reservations, queries, financial issues, marketing and administrative functions is known as ...
- A Front office
 - B Food preparation
 - C Food and beverage
 - D Accommodation
- (1)
- 1.1.5 The person responsible for managing the service and staff in a restaurant.
- A Commis de Rang
 - B Food and beverage manager
 - C Maitre d' hotel
 - D Restaurant manager
- (1)
- 1.1.6 An act which requires all foreigners to have legal work permits when working in South Africa:
- A Labour Relations
 - B Employment Equity
 - C Aliens Control
 - D Basic Conditions of Employment
- (1)
- 1.1.7 Bacteria which causes food poisoning and found in tinned foods, are called ...
- A Clostridium botulinum
 - B Stafiloccus
 - C Bacillus cereus
 - D Salmonella
- (1)
- 1.1.8 A colourless, odourless substance that is extracted from the bones and cartilage of animals.
- A Gelatine
 - B Cream
 - C Enzymes
 - D Acids
- (1)
- 1.1.9 Arranging new stock from old stock to make sure that old stock is used first.
- A Storage
 - B Rotation
 - C Freezing
 - D Controlling
- (1)

1.1.10 A person with a wide knowledge of wine.

- A Commis
- B Wine steward
- C Food and beverage manager
- D Sommelier

(1)

1.2 MATCHING ITEMS

Choose a description from COLUMN B that matches a kitchen position in COLUMN A. Write only the letter (A – G) next to the question number (1.2.1 – 1.2.5) on the attached ANSWER SHEET.

COLUMN A		COLUMN B	
1.2.1	Saucier	A	Responsible for the daily administration of a kitchen
1.2.2	Poissoner	B	Responsible for fish and shell fish dishes
1.2.3	Rotisseur	C	Apprentice chef in training
1.2.4	Potager	D	Responsible for soups, egg and starch dishes, stocks
1.2.5	Commis	E	Responsible for cold food preparation
		F	Responsible for sauces and á la carte meat dishes
		G	Does all the roasting, grilling and deep-frying of meat and poultry

(5 x 1)

1.3 FILL IN THE MISSING WORD/S.

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.3.1 – 1.3.10) on the attached ANSWER SHEET.

1.3.1 ...rice is a short-grained rice, used mainly in Italian dishes.

1.3.2 A set of standards that a company subscribes to is known as ...

1.3.3 Bacteria found in raw food, especially poultry, eggs, meats, fish, milk and milk products are known as

- 1.3.4 ... is a micro-organism used in the manufacturing of blue cheese.
- 1.3.5 When you want people to urgently leave a place considered to be dangerous, you insist that they
- 1.3.6 ... is a document obtained from a previous employer confirming the abilities of a person.
- 1.3.7 ... costs refer to the expenditure of employing staff to do the necessary work.
- 1.3.8 ... is the keeping of products under proper conditions to ensure its quality until time of use.
- 1.3.9 Uniforms, rent, water, electricity and taxes are examples of ... costs.
- 1.3.10 A type of vegetarian who eats eggs but exclude animal, poultry, fish and dairy products in the menu is called ... (10)

1.4 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1 – 1.4.10) on the attached ANSWER SHEET.

- 1.4.1 A group of Southern African black languages including isiZulu, isiXhosa. siSwati, siNdebele.
- 1.4.2 A liquid containing some of the soluble nutrients and flavours of food that are extracted by prolonged, gentle simmering.
- 1.4.3 The way in which a group of people live, which includes their shared attitudes, values, goals, customs and religion.
- 1.4.4 One who greets customers, checks the reservation book and seats guests.
- 1.4.5 The person responsible for the appointment of new staff members.
- 1.4.6 An action taken by a dissatisfied customer in order to be satisfied.
- 1.4.7 An amount of a specific food item, which is served on a plate during a meal.

- 1.4.8 Clearing up after service and putting items back in their correct places.
- 1.4.9 This type of menu offers a complete meal at a set price and may have choices within each course.
- 1.4.10 A book in which waiters write food and beverage orders. (10)

1.5 MATCHING ITEMS

Choose a description from COLUMN B that matches a preparation method in COLUMN A. Write only the letter (A – G) next to the question number (1.5.1 – 1.5.5) on the attached ANSWER SHEET.

COLUMN A		COLUMN B	
1.5.1	Barding	A	To use a string or skewer to hold a bird's shape(wings and legs) intact during the cooking process
1.5.2	Filleting	B	When a bird's feathers are removed
1.5.3	Trussing	C	Immerse meat in a mixture of oil, vinegar and flavourings
1.5.4	Plucking	D	Cutting poultry into portions
1.5.5	Marinating	E	A process used to fill the interior of prepared joints with an appropriate mixture
		F	To remove the bone from the breast
		G	Covering the breast with a thin layer of fat

(5 x 1) (5)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**QUESTION 2**

2.1 Read the case study below and answer the questions that follow.

**THE COUNTDOWN TO 2010:
STAFF TRAINING AND RECRUITMENT**

With the impending arrival of hundreds of thousands of international guests, restaurateurs, hotel, B&B, lodge and guesthouse managers need to ensure now, more than ever, that their services meet, or even surpass, the expectations of demanding travellers.

The National Hotel and Restaurant Group (NHRG) requires the services of experienced male and female staff with appropriate expertise to fill high positions at various accommodations in South Africa.

- 2.1.1 Food and Beverage Managers are required by the NHRG. Advertise this post by indicating the requirements for this position. (4)
- 2.1.2 Clearly stipulate the responsibilities of Food and Beverage Managers that are required by the NHRG. (5)
- 2.1.3 Suggest how the NHRG should have met customers' cultural needs and consumer rights of the international guests that visited South Africa during 2010 Soccer World Cup. (4)
- 2.1.4 Below is a list of some cultural groups in South Africa (A – D). Organise the list by matching the groups with the most appropriate traditional foods from the frame below.

Traditional foods

biltong, veldkos, umngusho, curry, banana bread

Cultural Groups

- A Afrikaner
B Xhosa
C Indian
D San and Khoi (4)

- 2.2 Each of the four functional areas in the hospitality industry depends in some way on the other three to be able to perform effectively. Justify the above statement by showing the interdependence between the Front office and Accommodation. (3)

- 2.3 The picture below indicates an untidy kitchen/ restaurant. Study it and answer the questions that follow.

ILISO (AN EYE) RESTAURANT THE KITCHEN



- 2.3.1 The Iliso restaurant was visited by health inspectors. The report indicated that the management failed to comply with the legislation on Hygiene, Safety and Security. List penalties that the management may receive for failing to comply with the legislation. (2)
- 2.3.2 State the act that requires an employer to provide safe working conditions for his/her employees. (1)
- 2.3.3 Inspectors investigated a report of food poisoning due to chicken that was eaten by guests in this restaurant. Explain what causes food poisoning. (2)

2.4 All micro-organisms have various factors that influence their growth.

2.4.1 Compare the three micro-organisms with regard to the environment and oxygen in which they like to grow. Tabulate your work as follows:

	Bacteria	Yeasts	Moulds
Environment			
Oxygen			

(6)

2.5

NEWSPAPER ARTICLE

FIRE BROKE OUT

At Iliso restaurant a fire broke out and six guests lost their lives. The fire brigade rescued shocked and injured guests from the establishment. An investigation proved a power failure which was caused by blown out emergency generators, which could not handle the load.

2.5.1 By being aware of the potential danger this tragedy could have been prevented. Explain this statement. (5)

2.5.1 Suggest the standard operating procedure to be followed when power fails. (4)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION**QUESTION 3**

3.1 Study the case study below and answer the questions that follow.

Linda was doing her in-service training at the Holiday Inn Garden Court – East London and she was placed in the receiving section of the Food and Beverage department.

The first order of the day was delivered and Linda signed the delivery note. She left the boxes on the table and went to get a cup of tea. On her way back to the delivery area, she was requested by the chef to bring bread to the kitchen.

To her dismay she found that there was no bread, only biscuits. She then checked the order and found that a bottle of oil, 5 bottles of milk and 2 bags of flour were missing. As she was trying to sort out the mess another delivery of frozen and chilled goods arrived.

The situation was now chaotic and made worse by guests complaining and deliveries piling up. The ice-cream started to melt and made a mess on the floor.

Analyse the case study in 3.1 with regard to the following:

- 3.1.1 Procedure to be followed when receiving goods. (4)
 - 3.1.2 The putting away of goods after delivery. (4)
 - 3.1.3 List from the case study the wrong things that Linda did. (2)
- 3.2 List the duties of the following kitchen staff members.
- 3.2.1 Sous chef (2)
 - 3.2.2 Chef Pâtissier (2)
 - 3.2.3 Chef Tournant (2)

3.3

NAME OF THE DISH: <i>Chicken and Mushroom Pie</i>		
NUMBER OF SERVINGS: <i>4 Portions</i>		
SERVING SIZE: <i>0,250 kg</i>		
DATE: <i>21/10/2010</i>		
QUANTITY /MEASURE	KG/ℓ	INGREDIENTS
1,125	Kg	Chicken breast, boned
0,125	Kg	Bacon
0,125	Kg	Button mushrooms
0,090	Kg	Onion
0,250	ℓ	Chicken stock
1	Each	Egg
0,225	Kg	Ready prepared puff pastry
0,002	Kg	Rosemary, fresh

The following prices were quoted for the ingredients used in the recipe in 3.3.

- Chicken breast, boned R29,95/kg
- Bacon R13,50/250 g
- Button mushrooms R8,99/200 g
- Onion R3,99/kg
- Chicken stock R3,49/ℓ
- Eggs R9,60/dozen
- Ready prepared puff pastry R7,99/400 g
- Rosemary, fresh R4,99/100 g

Calculate the following:

3.3.1 The cost of all the ingredients used in the recipe in QUESTION 3.3. (9)

3.3.2 Cost per portion. (2)

3.3.3 Selling price per portion if 30% is to be added. (3)

3.4 Your school SMT has requested your Hospitality Grade 11 learners to prepare a tea event for Women's Day to be held on 9 August, 2010.

Advise your classmates on the following:

3.4.1 Factors to be considered when planning the tea menu. (5)

3.4.2 Food items that could be served with the tea. (3)

3.4.3 Equipment that will be required for serving tea. (2)

[40]

QUESTION 4

- 4.1 4.1.1 Suggest a suitable sauce to be served with each of the following fish dishes:

- A Boiled fish
 B Deep-fried fish
 C Baked fish (3)

- 4.1.2 Mention THREE uses of pickled fish. (3)

- 4.2 Differentiate between the following sauces:

- 4.2.1 Hollandaise (3)

- 4.2.2 Velouté (3)

Use the table below to answer this question.

	SAUCE	THICKENING AGENT	LIQUID	USE
	4.2.1 Hollandaise	4.2.1.1 ____ (1)	4.2.1.2 ____ (1)	4.2.1.3 ____ (1)
	4.2.2 Velouté	4.2.2.1 ____ (1)	4.2.2.2 ____ (1)	4.2.2.3 ____ (1)

- 4.3 Define the following rice dishes:

- 4.3.1 Pilaf (2)

- 4.3.2 Paella (2)

- 4.4 List TWO uses of rice. (2)

- 4.5 Suggest ways that could be used to store poultry. (3)

- 4.6 Describe the quality characteristics of a fresh chicken. (4)
- 4.7 Classify the following vegetables and indicate how they should be stored.
- 4.7.1 Spinach (2)
- 4.7.2 Broccoli (2)
- 4.7.3 Brinjal (2)
- 4.8 Grade 11 Hospitality learners were baking cakes for their practical assessment task. The following faults occurred: Explain what could have caused the faults mentioned below:
- 4.8.1 Speckled crust
- 4.8.2 Cake sunk in the middle
- 4.8.3 Sugary hard crust (3)
- 4.9 Study the menu below and answer the questions that follow.

MENU
Sugar Bean Soup
Home-made Brown Bread

Mutton Potjiekos
OR
Pan fried Mushrooms topped with
<i>Mfino</i> and Home-style Tomato Sauce
Rice
Roasted Sweet Pumpkin
Mealie Fritters

Milk Tart

Filter Coffee
R90,00
22 November 2010

- 4.9.1 Identify the local commodities used in the menu in 4.9. (2)
- 4.1 Give FOUR characteristics to which a good sugar bean soup should comply. (4)

[40]**TOTAL SECTION C: 80**

SECTION D: FOOD AND BEVERAGE SERVICE**QUESTION 5**

5.1

**TREAT OTHERS AS
YOU WOULD LIKE THEM
TO TREAT YOU**

'TEAMWORK'

5.1.1 Analyse the above statement with regard to the behaviour that will ensure respectful and professional working relationships. (5)

5.1.2 Write down characteristics that will ensure that the workers in a restaurant will bond as a successful team. (5)

5.1.3 Name FIVE responsibilities of a Station Head Waiter. (5)

5.2

OPENING OF GRATITUDE HIGH SCHOOL RESTAURANT

Grade 11 students of Gratitude High School are requested to prepare and set the venue and tables for a tea function that will take place at the opening of their school restaurant.

Parents have been invited to attend the occasion. Ten tables are prepared for the guests.

5.2.1 Discuss how the Grade 11 students will prepare the restaurant as a venue for a tea function. (5)

5.2.2 List FOUR factors to be considered when allocating tables to waiters. (4)

5.2.3 Suggest how the Grade 11 students should be dressed in accordance with acceptable appearance and how their dress will comply with hygienic standards. (6)

5.2.4 A table of elderly people complained that their tea was cold. All the other guests were enjoying the tea. Recommend how you would handle the elderly people as they seem to be difficult customers. (5)

5.2.5 One student was a victim of sexual harassment by a parent. Indicate steps to be followed by the learner. (5)

TOTAL SECTION D: 40

GRAND TOTAL: 200

ANSWER SHEET**NAME AND SURNAME:****SECTION A****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Make a cross (X) over the letter of your choice.

1.1.1	A	B	C	D
1.1.2	A	B	C	D
1.1.3	A	B	C	D
1.1.4	A	B	C	D
1.1.5	A	B	C	D
1.1.6	A	B	C	D
1.1.7	A	B	C	D
1.1.8	A	B	C	D
1.1.9	A	B	C	D
1.1.10	A	B	C	D

(10)

1.2 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
1.3.6	
1.3.7	
1.3.8	
1.3.9	
1.3.10	

(10)

1.4 ONE-WORD ITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	
1.4.6	
1.4.7	
1.4.8	
1.4.9	
1.4.10	

(10)

1.5 MATCHING ITEMS

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	

(5)

TOTAL SECTION A: 40