



# education

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Department:  
Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 10**

**HOSPITALITY STUDIES**

**EXEMPLAR 2007**

**MARKS: 200**

**TIME: 3 hours**

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

**INSTRUCTIONS AND INFORMATION**

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 legibly.
5. SECTION A must be done on the ANSWER SHEET provided.
6. SECTIONS B, C and D must be done on the paper provided.

**SECTION A**

**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

Various possible options are provided as answers to the following questions. Make a cross (X) over the correct letter (A - D) next to the question number (1.1.1 - 1.1.10) on the answer sheet, for example:

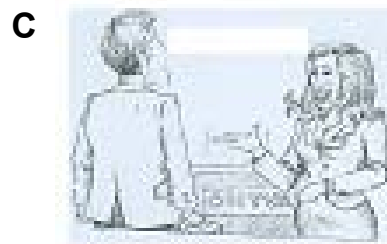
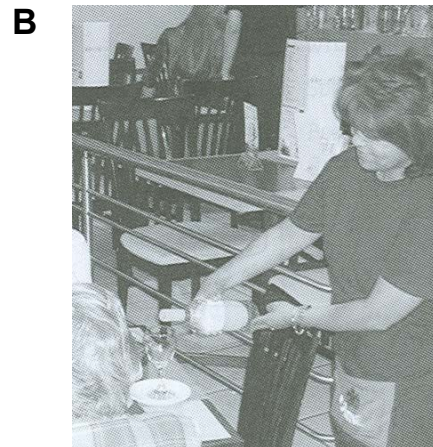
A	B	C	<del>D</del>
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1.1.1 The most important person in the front office who is responsible for receiving guests is the ...

- A housekeeper.
- B security.
- C porter.
- D receptionist.

(1)

1.1.2 Study the illustrations below and identify the person who is the sommelier.



(1)

- 1.1.3 Kosher food is related to ...
- A Islam.
  - B Zulu.
  - C Judaism.
  - D Christianity.
- (1)
- 1.1.4 Which Act governs the relationship between the employer and employee? It provides a platform for conflict resolution.
- A Employment Equity Act
  - B Labour Relations Act
  - C Unemployment Insurance Act
  - D Occupational Health and Safety Act
- (1)
- 1.1.5 Guests at a restaurant had chicken salad for lunch and suffered severe nausea, cramps and vomiting after a few hours. Choose the micro-organism that caused this to happen:
- A Moulds
  - B Enzyme
  - C Yeast
  - D Bacteria
- (1)
- 1.1.6 A slice of round fish cut on the bone:
- A La paupiette
  - B Les goujonnettes
  - C Le darne
  - D Le fillet
- (1)
- 1.1.7 Identify the person that is the apprentice chef in training:
- A Sous Chef
  - B Chef de Cuisine
  - C Commis
  - D Garde Manger
- (1)
- 1.1.8 A strange package is spotted in the foyer. How would you react to this situation?
- A Do not touch the package and report to security
  - B Ignore the package and carry on with your work
  - C Open the package
  - D Shout and get the attention of everybody
- (1)

1.1.9 The cost of 12 eggs is R6. What will the price of 4 eggs be?

- A R2,50
- B R1,50
- C R3,00
- D R2,00

(1)

1.1.10 The term given to a team of people working in a restaurant:

- A Group
- B Party
- C Brigade
- D Staff

(1)

## 1.2 MATCHING ITEMS

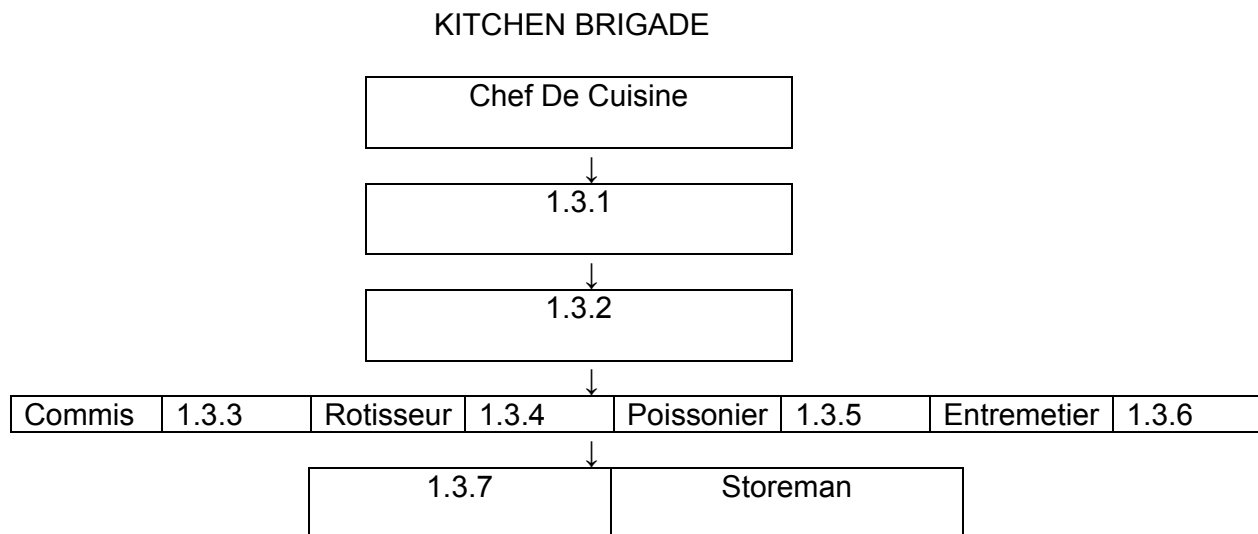
Choose a classification from COLUMN B that matches a vegetable in COLUMN A. Write only the letter (A - H) next to the question number (1.2.1 - 1.2.5) on the answer sheet.

COLUMN A VEGETABLE		COLUMN B CLASSIFICATION
1.2.1	Cabbage	A stem
1.2.2	Broccoli	B root
1.2.3	Potato	C bulb
1.2.4	Onion	D legumes
1.2.5	Celery	E leaf
		F flower
		G fruit
		H tuber

(5)

## 1.3 ORGANOGRAM

Complete the organogram below by writing only the correct answer next to the correct question number (1.3.1 – 1.3.7) on the answer sheet.



(7)

## 1.4 ONE WORD

Give ONE word/term for each of the following descriptions:

- 1.4.1 A list of dishes available to a customer in a restaurant
- 1.4.2 A quantity of food that is served on the plate during a meal
- 1.4.3 A bunch of herbs tied together and used in stock to add flavour
- 1.4.4 A mixture of melted butter and flour cooked together used as a thickening agent in sauces
- 1.4.5 Immersing of tomatoes in boiling water for 12-20 seconds to remove the skins
- 1.4.6 Vegetables tossed in melted fat or butter
- 1.4.7 The wing and half a breast of the chicken
- 1.4.8 To tie a chicken for roasting to create a neat appearance when served

(8)

## 1.5 FILL IN THE MISSING WORDS

Complete the following sentences by filling in the missing word:

- 1.5.1 A bonus given for good service to the waiter is known as a ... .
- 1.5.2 A person selling hotdogs on the street from a cart is called a ... .
- 1.5.3 Receiving and confirming reservations and the supervision of all waiting staff is the responsibility of the ... .
- 1.5.4 Items in the dining room is stored in the ... .
- 1.5.5 The individual who carries the luggage to and from a guest's room is a ... . (5)

## 1.6 TRUE OR FALSE

Indicate whether the following statements are TRUE or FALSE. Write only 'true' or 'false' next to the question number on your answer sheet.

- 1.6.1 Staphylococcus can be transferred by means of cracked eggs.
- 1.6.2 Salmonella is a virus.
- 1.6.3 Blue cheese is produced by the growth of yeasts.
- 1.6.4 Penalties can be levied if you do not adhere to the Health and Safety Act.
- 1.6.5 Security of guests is enforced by legislation. (5)

**TOTAL SECTION A: 40**

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

The 2010 Soccer World Cup in South Africa will create a platform for showcasing South African cuisine.

2.1 Your hospitality class was granted permission to have a stall outside the stadium in your province to raise funds. List FOUR dishes that have a true Cape Malay flavour that can be sold at the stall. (2)

2.2 All establishments in the Hospitality Industry should have four functional areas. Although these functional areas operate separately they are all dependant on each other.

A guest requests a wedding reception at a hotel. Discuss how the interrelationship between the food and beverage and the food preparation department will have an impact on the planning and preparation to ensure the success of the function. (6)

2.3 Read the following advertisement and answer the questions below:

Executive chef 5-Star Hotel on wine estate Stellenbosch Requirements: 5 years experience Relevant qualification
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2.3.1 State the SIX responsibilities of an executive chef. (6)

2.3.2 Describe the relevant qualification that is required for the above job. (2)

2.3.3 List TWO characteristics of a successful executive chef. (2)

2.4 Explain the basic conditions of service under the following headings:

2.4.1 Working hours (2)

2.4.2 Sick leave (2)

- 2.5 Cross contamination occurs when germs from one surface or type of food is transferred to another surface or type of food.
- Discuss this statement under the following headings:
- 2.5.1 List the symptoms that a customer will display if contaminated food is eaten. (4)
- 2.5.2 How can cross contamination be prevented in the kitchen when working with meat? (4)
- 2.6 As a Manager you have to plan for the safety of your guests. Discuss FOUR important procedures that should be followed during the evacuation of a hospitality establishment or hotel. (4)
- 2.7 Legal steps may be taken if guests are injured in a restaurant. List FOUR safety measures that should be applied in a restaurant to prevent injury. (4)

**TOTAL SECTION B: 40**

**SECTION C: FOOD PRODUCTION****QUESTION 3**

3.1 Study the items listed below and classify them into the three types of costs:

chef's salary; cake flour; meat; staff meals; electricity

- 3.1.1 Food cost  
 3.1.2 Overheads  
 3.1.3 Labour costs

3.2 Your class is required to bake cakes in order to raise funds. Study the ingredients needed to bake the cake and answer the questions that follow.

Recipe for cake yields six slices:

BUTTER CAKE	
125 g butter	
200 g castor sugar	
5 mℓ vanilla essence	
2 eggs	
250 g cake flour	
10 g baking powder	
125 mℓ milk	
The following prices are available	
500 g butter	R8,99
1 kg castor sugar	R9,50
100 mℓ vanilla essence	R8,99
1 dozen eggs	R8,95
2,5 kg flour	R9,95
200 g baking powder	R8,99
1 litre milk	R5,99

- 3.2.1 Calculate the cost of the ingredients per slice. Show ALL your calculations. (10)
- 3.2.2 After calculating the total cost per slice (QUESTION 6.2.1) in terms of rands and cents. Add 30% to the cost of the ingredients to cover overheads such as packaging, marketing et cetera. Show ALL the calculations. (2)
- 3.2.3 If you want to make a 50% profit, what should be the selling price of ONE slice of cake? (2)

3.3 The cake for the fund raising event has now been baked. All the learners followed the same recipe, but the cakes differ in appearance and texture. Evaluate the cakes by looking at the following results and provide ONE reason for each of the following mistakes.

	<b>RESULTS</b>	<b>ONE REASON</b>
A	Cake unevenly risen	
B	Speckled crust	
C	Close heavy texture	
D	Sugary hard crust	

(4)

3.4 In a practical class you must prepare doughnuts (yeast dough):

3.4.1 Can YOU double the amount of sugar required in the recipe to improve the taste? Motivate your answer. (2)

3.4.2 List THREE ingredients that will improve the texture of the doughnuts. (3)

3.4.3 The doughnuts are deep-fried. List FOUR rules for this method of cooking. (3)

3.5 Stock needs to be checked before it is stored. State FOUR guidelines that one must observe when receiving stock. (5)

3.6 What is required in terms of good teamwork if the check de cuisine falls ill? (3)

**[40]**



- 4.3 You are requested to host a high tea (tea meal) as year-end function for the staff of your school.
- 4.3.1 Suggest a time for the high tea. At what time is a high tea traditionally served? (1)
- 4.3.2 Describe a place setting to guide your waiters on how to set the table. Drawings may be used with your description. (3)
- 4.3.3 (a) Cake  
(b) Sugar cubes  
(c) Butter  
(d) Cheese (4)
- 4.3.4 Draw up a menu card for the high tea. (6)
- [40]**
- TOTAL SECTION C: 80**

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

- 5.1 Identify the job title of the personnel responsible for the performance of the following tasks:
- 5.1.1 Purchase and control of food and drink
  - 5.1.2 Appointing and controlling new staff
  - 5.1.3 Greets customers in the foyer of the restaurant and checks the reservation book
  - 5.1.4 Offering rolls, serving sauce, placing and clearing plates and serving cheese from the cheese trolley (4)
- 5.2 List FOUR guidelines that should be borne in mind to ensure that staff members have an effective working relationship. (4)
- 5.3 A restaurant is very popular and upmarket and advanced bookings are always required. A Table d' Hôte menu is available.
- A guest at this restaurant notices a strand of hair in the smoked salmon starter and reports to the manager.
- 5.3.1 List TWO procedures to be followed when guests arrives at the restaurant. (2)
  - 5.3.2 Describe in detail how the management and staff must deal with the above complaint to prevent the guest from leaving the restaurant unhappy and to maintain their reputation. (5)
  - 5.3.3 Describe the correct procedure for presenting the bill to the above guest. (4)
  - 5.3.4 Explain how the waiters will prepare the restaurant for the next day when the last guests leave. (4)
  - 5.3.5 Explain the term *Table d' Hôte*. (2)
- 5.4 Opening mise-en-place includes a number of tasks. List SIX such tasks. (6)
- 5.5 You are conducting a workshop on dress and appearance of the service staff in this upmarket restaurant. Discuss FIVE basic points that the service staff should remember on the dress code. (5)

5.6 The oil of the stove catches fire. Explain how you will respond in such a situation. (4)

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**

**NAME OF LEARNER:** .....

**ANSWER SHEET**

**SECTION A**

**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

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 WORDS/COMPLETE THE ORGANOGRAM**

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
1.3.6	
1.3.7	

(7)

1.4 ONE WORD/TERM

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	
1.4.6	
1.4.7	
1.4.8	

(8)

1.5 FILL IN THE MISSING WORDS

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	

(5)

1.6 TRUE OR FALSE

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	

(5)

**TOTAL SECTION A: 40**