

FOCUS

Hospitality Studies

Grade 12

Control Test Book



Grade 12

HOSPITALITY STUDIES – TEST 1

Time: 60 minutes

Marks: 80

QUESTION 1

Various possible answers are provided for each of the following questions. Write the **letter only** of the correct answer next to the corresponding number.

- 1.1 A lacto-vegetarian will not consume:
- A Milk
 - B Nuts
 - C Eggs
 - D Lentils
- (1)
- 1.2 A full à la carte menu would **usually** be offered ...
- A in a café.
 - B in a five star restaurant.
 - C at a banquet.
 - D in a coffee shop.
- (1)
- 1.3 At a cocktail party ...
- A there are set tables.
 - B there are sufficient chairs for all the guests.
 - C finger foods are included.
 - D guests select food from a set menu.
- (1)
- 1.4 Silver service is ...
- A initially easily executed.
 - B using service gear.
 - C service from the right.
 - D when staff do not need to be well-skilled.
- (1)
- 1.5 At a formal dinner the person **always** served first at the main table would be ...
- A the guest of honour.
 - B the host.
 - C the guest of honours wife.
 - D the function organiser.
- (1)
- 1.6 The selling price of a menu item **always** equals:
- A 80%
 - B 50%
 - C 100%
 - D None of these
- (1)
- 1.7 The bill for a party of six comes to R510,50. The customer asks for 10% to be added as a tip. The customer hands over R580,00. What change should the customer receive?
- A R20,45
 - B R22,55
 - C R220,24
 - D R18,45
- (1)

- 1.8 The symptoms of food-borne illnesses do **not** include ...
- A fever.
 - B vomiting.
 - C back aches.
 - D abdominal cramps.
- (1)
- 1.9 A kitchen worker has arrived at work with symptoms of illness. Which condition does **not** prohibit the worker from reporting to duty?
- A Toothache
 - B Gastro-enteritis
 - C Open sores
 - D Infection of the eyes
- (1)
- 1.10 Which of the following statements about HIV is **accurate**?
- A HIV is transmitted through coughing and spitting.
 - B All healthy looking people do not have HIV.
 - C Blood of HIV-infected persons on a chopping board is capable of transmitting the disease.
 - D HIV is not an airborne or food-borne virus and does not live for long outside of the body.
- (1)
[10]

QUESTION 2

As a person working in the hospitality industry, one of the most important aspects is to work hygienically in a safe environment. Explain the term **hygiene**. Follow this with **THREE** reasons why food hygiene is important for a food business.

[4]

QUESTION 3

You are preparing food in your home kitchen for a function. The meal includes the following food items:

Cold tomato soup served with bread and butter

Chicken salad with a mayonnaise dressing

Boiled potatoes

Kidney bean and onion salad with vinaigrette

Lettuce salad

Swiss roll and custard

The meal is planned to start at 18:00 on Saturday evening. You need sufficient food for 50 people, therefore you will have to prepare it before the time and keep it for later use. This involves practising safe temperature control.

With this in mind, discuss what should be done to ensure that this meal is safe to eat. Refer to specific food items where required.

[10]

QUESTION 4

Read the menu and recipe below and answer the questions that follow:

Vegetable curry
Tomato and onion salad
Cucumber and yoghurt
Sliced bananas

VEGETABLE CURRY (6 portions)
 3 large onions, finely chopped
 65 ml chopped celery
 Oil for sautéing
 2 cloves of garlic, crushed
 20 ml medium strength curry powder
 10 ml brown sugar
 375 ml chopped tomatoes
 250 ml vegetable stock
 250 ml bean sprouts
 250 ml pea sprouts
 15 ml preserved ginger, chopped
 A pinch of chilli powder
 1 bay leaf
 500 ml cooked potatoes, cubed
 Salt and pepper to taste
 500 ml boiled rice

- 4.1 Why is this dish suitable for a vegetarian? (1)
- 4.2 Which ingredients are good sources of protein? (3)
- 4.3 Is this a well-balanced meal? Comment on the balance of colour and texture, and on the cooking methods used. (4)
- 4.4 Make a suggestion of a dessert that would complement the meal. (1)
- 4.5 Study the following table showing the price per unit of various ingredients:

Ingredient	Price per unit
Tomatoes	R8 per kg
Rice	R9 per kg
Onions	R20 per 20 kg bag

Use the information listed in the table above to calculate the cost of the following:

- a) 500 g tomatoes
 b) 250 g rice
 c) 300 g onions (3)

4.6 Study the bin card below. Ingredients are ordered in the following units:

BIN CARD				
Commodity: Flour			Package size: 25 kg bags	
Date	Receipt number	Received	Issued	Balance
				b/f 5 bags
10 June	156	5 bags	2 bags	(a)
10 June			3 bags	(b)
15 June	159	10 bags	(c)	6 bags

Fill in the missing information for (a), (b) and (c). Write down only the letter and the answer alongside.

(3)

4.7 Explain the cooking term **sauté**.

(1)

[16]



QUESTION 5

The menu below is planned for a cocktail party for 40 people. With your knowledge of menu planning, answer the questions that follow.

<p style="text-align: center;"><i>Canapés with brie</i> <i>Cheese and mushroom pastries</i> <i>Ribbon sandwiches</i> <i>Spinach and cream cheese puffs</i> <i>Tuna mousse with toast fingers</i> <i>Tongue and chicken rolls</i> <i>Mince meat balls</i> <i>Stuffed mushrooms</i> <i>Tomato tartlets</i> <i>Mini hamburgers</i> <i>Koeksisters</i> <i>Fruit kebabs</i> <i>Milk tartlets</i> <i>Chocolate fountain with marshmallows</i></p>
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- 5.1 Would this be considered a reflection of our South African indigenous foods, suitable to impress overseas guests? Make **THREE** changes by naming the dish you would remove and the dish you would add to make the menu more South African. Give reasons for each of your changes. (6)
- 5.2 Compile an ingredient list for the mini hamburgers. Give only the ingredients required to prepare and serve these, and do not include quantities. (8)
- 5.3 Write a paragraph to explain how one should plan a cocktail party to ensure that it is successful. Give reasons for your answers. Underline the phrases that highlight the important points. (10)
- [24]**

QUESTION 6

You know that dishes taste better if butter is used, but you need to consider the budget. Work out the cost of both these ingredients for a pastry recipe that requires 80 g of butter or margarine, given the following information:

- 6.1 1 kg butter costs R9,60 (1)
- 6.2 1 kg margarine costs R3,80 (1)
- [2]**

QUESTION 7

Gelatine is used in many dishes. Give an explanation of **where** gelatine comes from, **how** to use it and **what** its primary uses are. Give **TWO** good points for each of the **THREE** parts of the question.

[6]

QUESTION 8

Write a short paragraph about the topic **textured vegetable protein**.

[6]

QUESTION 9

Give two examples of finger foods.

[2]

[TOTAL: 80 marks]



Grade 12

HOSPITALITY STUDIES – TEST 2

Time: 60 minutes

Marks: 80

QUESTION 1


Various possible answers are provided for each of the following questions. Write the **letter only** of the correct answer next to the corresponding number.

- 1.1 Marbling in meat ...
- A adds tenderness.
 - B is when an animal fattens.
 - C is the fat in beef.
 - D all of these. (1)
- 1.2 Which term is **not** usually associated with meat?
- A Barding
 - B Searing
 - C Basting
 - D Whipping (1)
- 1.3 Which of the following is **NOT** an element of the **cost** of a meal?
- A labour
 - B overheads
 - C ingredients
 - D profit (1)
- 1.4 Which phrase is **NOT** related to the advantages of preserved food?
- A access to seasonal products all year round
 - B access to condiments such as salt and pepper
 - C access to fruit in the form of canned fruit or jams
 - D access to ready-to-eat freeze-dried products (1)
- 1.5 The order of wine will be taken by the wine waiter ...
- A before the food order has been taken.
 - B once the food order has been taken.
 - C immediately before the main course is served.
 - D on request from the host. (1)
- 1.6 Which is **not** a fortified wine?
- A Port
 - B Sherry
 - C Muscadel
 - D Sparkling wine (1)
- 1.7 The main reason why the waitron must have a good knowledge of **all** the menu and wine list items is ...
- A so that the correct cover can be laid.
 - B so that the waitron can advise and offer suggestions to the guest.
 - C because the food and drink slips must be written out correctly.
 - D so that the appropriate accompaniments may be offered. (1)

- 1.8 The capacity of an average size bottle of wine is ...
- A 550 ml
 - B 650 ml
 - C 750 ml
 - D 850 ml
- (1)
- 1.9 Where is the wine glass positioned in relation to the cover?
- A Top left hand corner of the cover
 - B Head of the cover
 - C Right hand side of the cover
 - D Top right hand corner of the cover
- (1)
- 1.10 Which wine variety will be **best** served with tuna fish?
- A Merlot
 - B Cabernet Sauvignon
 - C Chardonnay
 - D Sherry
- (1)
- [10]**

QUESTION 2

Decide whether the following statements are **TRUE** or **FALSE**. Write down only **TRUE** or **FALSE** next to the relevant question.

- 2.1 Silverside is often used for braaing.  (1)
- 2.2 Brisket is a forequarter cut. (1)
- 2.3 The longer and thicker the muscle fibres, the more tender the meat. (1)
- 2.4 Pork is roller marked in South Africa. (1)
- 2.5 Cuts of meat from the beef forequarter are best suited to roasting. (1)
- 2.6 Coffee is always served from the left. (1)
- [6]**

QUESTION 3

Match the items in **Column A** with the descriptions in **Column B**. Write only the **letter** of your choice next to the relevant question number.

Column A		Column B	
3.1	Certified wines	A	Muscadel
3.2	Grape variety	B	Sweet wine
3.3	South African Champagne	C	Tank method
3.4	Fortified	D	Cap Classique
3.5	Cabernet Franc	E	Steen
3.6	Grand Cru	F	Chardonnay
3.7	Charmat method	G	Red wine
3.8	Brandy	H	Very dry
3.9	White wine cultivar, usually wooded	I	Cultivar
3.10	Chenin Blanc	J	Distilled wine
		K	Sparkling wine
		L	Neck sticker

[10]

QUESTION 4

South Africans are known to be meat eaters. Most menus usually have meat as the main dish. Answer the following questions in relation to meat:

- 4.1 Buy the best quality meat that you can afford. How will you select quality meat? (4)
- 4.2 Explain the term **basting**. (3)
- 4.3 Offal is used by many cultures. Name **TWO** types of offal. (2)

[9]

QUESTION 5

Explain the following cookery terms applied to meat:

- 5.1 Thawing (2)
- 5.2 Searing/sealing (2)
- 5.3 Breeding (2)

[6]

QUESTION 6

Study the following menu, and for EACH course suggest a **type** of wine that would be suitable.

<p style="text-align: center;"><i>Smoked snoek pâté</i></p> <p style="text-align: center;"><i>Roast baby chickens with mango-coriander sauce</i></p> <p style="text-align: center;"><i>Maize meal wedges</i></p> <p style="text-align: center;"><i>Roasted vegetables</i></p> <p style="text-align: center;"><i>Chocolate profiteroles</i></p>
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[3]

QUESTION 7

- 7.1 Explain what a revenue-generating areas within an accommodation establishment is, and give an example of TWO revenue-generating areas. (2)
- 7.2 Explain what a non-revenue-generating areas within an accommodation establishment is, and give an example of TWO revenue-generating areas. (2)
- [4]

QUESTION 8

- 8.1 Define the term **wine**. (3)
- 8.2 List **FOUR** methods of producing **sparkling wines**. (4)
- 8.3 Give **THREE** examples of:
- a) Semi-sweet/sweet wine (3)
 - b) Fortified wines (3)
- 8.4 Explain how to open **sparkling** wine. (8)
- [21]

QUESTION 9

There are **TWO** basic techniques that are used in the bar to stocktake alcoholic beverages. Name these. [2]

QUESTION 10

Name the records that should be kept in a bar. [4]

QUESTION 11

When taking stock in the bar there are a few stocktaking procedures that should always be done to ensure that counting is accurate. Explain the stocktaking procedures in the bar. [5]

[TOTAL: 80 marks]

Grade 12

HOSPITALITY STUDIES – TEST 3

Time: 60 minutes

Marks: 80

QUESTION 1

Various possible answers are provided for each of the following questions. Write the **letter only** of the correct answer next to the corresponding number.

- 1.1 An entrepreneur will display attributes that do **not** include:
- A Capacity to inspire
 - B Being dejected
 - C Enthusiasm
 - D Thorough planning
- (1)
- 1.2 An entrepreneur will display attributes that do **not** include ...
- A capacity to inspire.
 - B dejection.
 - C good values.
 - D honesty.
- (1)
- 1.3 Which term is **not** part of the 'marketing mix'?
- A Packaging
 - B Promotion
 - C Portion
 - D Partners
- (1)
- 1.4 Which concept is **not** a method of 'marketing communication'?
- A Personal sales
 - B Advertising
 - C Publicity
 - D Consuming
- (1)
- 1.5 The letters in SWOT stand for and **include**:
- A Weakness, opportunities, turns
 - B Wishes, strengths, threats
 - C Turns, opportunities, weakness
 - D Strengths, threats, weakness
- (1)
- 1.6 A bank may use the statements below to refuse financing a prospective entrepreneur. Which one **should not** be included?
- A The failure rate of small businesses
 - B Too little proven experience
 - C The market size is not big enough with no guarantees of success
 - D The need and uniqueness of the business concept
- (1)
- 1.7 A waitron will be unprofessional if he or she ...
- A greets the customer.
 - B ignores the customer.
 - C is punctual.
 - D shows respect for the customer.
- (1)

- 1.8 Good personal hygiene **would** be indicated in a food service operator by...
- A a well pressed uniform, clean shoes, unshaven face.
 - B excessive make-up, well starched apron, hair tied back.
 - C clean hands and nails, use of a deodorant, well groomed hair.
 - D body odour, excessive jewellery, frequently washed hair. (1)
- 1.9 A chef's uniform should **include**:
- A An apron
 - B Open shoes
 - C Cloche
 - D Gloves (1)
- 1.10 Strategic planning is typically for a period of ...
- A 1 month to 12 months
 - B 3 months to 18 months
 - C 36 months to 72 months
 - D 12 months to 24 months (1)
- 1.11 Which group includes a term that is **not** a marketing concept?
- A People, price, place
 - B Place, packet, promotion
 - C Packaging, partnership, product
 - D Promotion, product, price (1)
- 1.12 The term "vision" is associated with which type of business plan?
- A Operational
 - B Action
 - C Financial
 - D Strategic (1)
- [12]**

QUESTION 2

Decide whether the following statements are **TRUE** or **FALSE**. Write down only **TRUE** or **FALSE** next to the relevant question.

- 2.1 Small, neat writing is useful on a poster. (1)
- 2.2 A strategic plan is based on goals and a vision and is considered long term. (1)
- 2.3 Advertising posters should have as much information included on them as possible. (1)
- 2.4 The acronym SMME stands for small, medium and mini enterprises. (1)
- [4]**

QUESTION 3

Fill in the **MISSING WORDS** in the following statements. Write down only the appropriate word(s) next to the relevant question number.

3.1 The _____ is the group of customers that will most likely buy the entrepreneur's products and services. (1)

3.2 _____ is a way in which a person can achieve a qualification while s/he is working. (1)

[2]

QUESTION 4

Match the items in **Column A** with the descriptions in **Column B**. Write only the **letter** of your choice next to the relevant question number.

Column A		Column B	
4.1	Requisition	A	In response to a requisition
4.2	Each product	B	Touch screen
4.3	Stocktaking	C	Projection of numbers
4.4	Forecasting	D	Tested in own kitchen
4.5	Stock control system	E	Order ingredients
4.6	Issuing	F	Items in stock
4.7	Point of sale	G	E-procurement
4.8	Cost saving	H	Counting
4.9	Standardised recipes	I	Computerised system
4.10	Closing stock figure	J	Unique identification code
		K	Flow of stock
		L	Requisition sheet
		M	Expenses and income

[10]

QUESTION 5

Mumbo Jumbo has developed a new biscuit. They have hired students to distribute these at the robots in the town centre on a Saturday morning. Discuss this concept as a marketing tool and include in your discussion whether you think this is a good or bad idea and your reasons for saying so.

[6]

QUESTION 6

In the hospitality industry personal appearance is extremely important. Prepare a poster to teach new staff about the reasons for this, and also list **FIVE** valid points that they must follow. [7]

QUESTION 7

Employees with professionalism show:

- Respect for others
- Responsibility and integrity
- Commitment to quality

Draw a table with three columns with these three points as the headings. List **FIFTEEN** relevant features in total under each of these headings. List at least **THREE** under each heading. [15]

QUESTION 8

When planning a new business it is wise to establish the target market that you intend to serve. However, the target market is influenced by a number of issues. Two of these are **product related factors** and **psychographic (lifestyle) factors**. Name the other **TWO** factors and give an explanation for all **FOUR** terms. [6]

QUESTION 9

You have approached a well-known chain of fast food outlets to apply for ownership as a franchisee. As part of the deal you will be supported in the marketing mix for the business. Name any **FOUR** marketing mix concepts and briefly explain the terms you selected. [8]

QUESTION 10

Explain in your own words what you understand by the term “entrepreneur”? [2]

QUESTION 11

A business plan focuses on all the resources and processes that you will need to achieve your business goals. It will contain information on various issues, such as the overall goals and strategies. List **FOUR** other concepts to do with writing a business plan. [4]

QUESTION 12

You are the school reporter. A local individual has been selected as the business person of the year. One of the questions that you will be asking this person will be about the attitudes and values that the business upholds and that have made it so successful. List **FOUR** of these that you believe are the most important. [4]

[TOTAL: 80 marks]

Grade 12

HOSPITALITY STUDIES - TEST 4

Time: 60 minutes

Marks: 80

QUESTION 1

Various possible answers are provided for each of the following questions. Write the **letter only** of the correct answer next to the corresponding number.

- 1.1 The person who has the overall responsibility for the service of food and drink is the ...
- A hostess.
 - B manager.
 - C maître d' hotel.
 - D executive chef. (1)
- 1.2 Which of the following items is needed to open a bottle of red wine?
- A Waiter's friend
 - B Serviette
 - C Cork extractor
 - D Wine bucket (1)
- 1.3 Which of the following wine varieties is the **odd one out**?
- A Cabernet Sauvignon
 - B Merlot
 - C Sauvignon Blanc
 - D Pinotage (1)
- 1.4 A portion of meat used for catering purposes in a three-course meal will usually be ...
- A 200 – 220 g off the bone.
 - B 180 – 200 g off the bone.
 - C 120 – 125 g off the bone.
 - D 120 – 125 g on the bone. (1)
- 1.5 Charcuterie are products made of ground meats, poultry, fish and other similar products. Which is **not** an example of a food item in this category?
- A Galantines
 - B Terrines
 - C Pates
 - D Mousse (1)
- 1.6 The main ingredients in a traditional ratatouille are ...
- A onions, carrots and mincemeat.
 - B onions, tomatoes and baby marrows.
 - C carrots, peppers and baby marrows.
 - D potatoes, onions and tomatoes. (1)

QUESTION 2

The PMS (property management system) works together with other systems in a hotel. Identify the other systems, their functions and how they are integrated with the PMS. Present your answer in table format.

[18]

QUESTION 3

Read the following article to do with an outbreak of cholera in Angola (*The Star*, 21/02/06), and answer the question with reference to the article:

Angola declares epidemic after cholera claims six lives in a week

Luanda – Angolan authorities have announced a cholera epidemic in the capital, where six have died of the disease from among 32 cases.

“We have decided to inform the population that there is a cholera epidemic in Luanda,” health services official Vita Vemba said yesterday.

The outbreak originated in the capital’s overcrowded Boa Vista district, near Luanda Bay, where the first cases were detected on February 13.

A commission of health specialists, aid workers and local administrators has been appointed, and shelters have been set up near hospitals to isolate the sick.

About 7 000 people have been evicted from Boa Vista during the past three

years after authorities determined that repeated landslides had rendered the area dangerous.

A highly contagious and potentially fatal disease, cholera thrives in conditions of poor hygiene and inadequate water supplies. It is generally caused by using contaminated water for drinking and cooking.

Cholera outbreaks have occurred elsewhere in southern Africa in recent months, including Zimbabwe, Malawi, Zambia and Mozambique. – Sapa-AFP

February 20 2006

Source: <http://www.iol.co.za/news/africa/cholera-epidemic-kills-six-in-angola-1.267060#.UZELpaKnp1E>

Write a paragraph to discuss the cause, incubation period and symptoms of cholera. List the ways it can be transmitted.

[12]

QUESTION 4

The food environment is continually contaminated with microbes, the most common being bacteria, viruses, parasites and fungi. You have been asked to present a talk to a group of kitchen workers on the topic of preparing safe food. Develop your notes to ensure that you do not forget any important topics on the **control of contamination**.

[10]

QUESTION 5

Read the recipe below and answer the questions that follow:

CRÈME PATISSIERE

Ingredients: 30 g sugar
 1 egg yolk
 20 g corn flour
 250 ml milk
 A pinch of salt
 2 ml vanilla essence
 5 ml lemon or orange rind

Method: Heat the milk. Beat the egg yolk and add the sugar and corn flour. Beat until light. Add milk to the egg mixture. Return to low heat and cook until the mixture starts to thicken. Stir constantly. Add the flavourings and cook until the corn flour is cooked (2 minutes). Cover and leave to cool.

To assemble: Stack layers of meringues with crème patissiere in-between, on a serving plate. Serve with a fruit coulis.

Ingredient	Cost per unit
1 kg sugar	R6,66
1 dozen eggs	R12,00
500 g corn flour (1 g =1 ml)	R4,00
1 litre milk	R5,00
30 ml vanilla essence	R3,00
1 lemon or orange rind	R0,65

- 5.1 Cost the dessert part of one meal if this is the only dessert available. (6)
- 5.2 What is a **fruit coulis**? (1)
- [7]**

QUESTION 6

Anyone who starts a business should be in it to make a profit. By simply understanding and implementing greater control of the four expense areas, it is possible to make a profit.

- 6.1 Name **THREE** of the expense areas. (3)
- 6.2 Give the guidelines that assist with achieving a greater profit. (6)
- [9]**

QUESTION 7

- 7.1 Name any **SIX** documents that are related to good store keeping. (6)
- 7.2 Find the selling price necessary to achieve a gross profit of 75% on the selling price, if the food cost of a dish is R10,50? (4)
- 7.3 Find the sales necessary to achieve a net profit of 20% on sales, if the total costs are R228,00. (4)

[14]

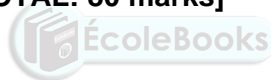
QUESTION 8

Calculate the missing amounts. Write your answer next to the question number.

	Amount	Percentage
Food cost	R120,00	8.2
Gross profit	8.1	8.3
Selling price	R200,00	8.4

[4]

[TOTAL: 80 marks]



Grade 12

HOSPITALITY STUDIES
Test 1 - Suggested solutions

QUESTION 1

1.1	A ✓		(1)
1.2	B ✓		(1)
1.3	C ✓		(1)
1.4	B ✓		(1)
1.5	A ✓		(1)
1.6	C ✓		(1)
1.7	D ✓		(1)
1.8	C ✓		(1)
1.9	A ✓		(1)
1.10	D ✓		(1)
			[10]

QUESTION 2

Hygiene: describes the science of preventing the spread of infectious diseases ✓

Food hygiene is important for the following reasons:

- To prevent food consumers from becoming infected with food borne-diseases ✓
- To protect the businesses and individual food handlers from possible prosecution under the OHS act ✓
- To enhance and protect the reputation of a business ✓

[4]**QUESTION 3**

Any ten of the following:

- Keep all the protein ingredients, salad ingredients and any other perishables refrigerated, as well as any prepared food, especially the chicken and the custard (✓). If prepared food is left to stand at room temperature for more than 2 hours, it may not be safe to eat (✓). Set your refrigerator at 4°C or lower (✓)
- Keep the tomato soup refrigerated until service (✓)
- Do not break the cold chain – make sure food stores are delivered at the correct temperature and stored immediately (✓)
- The salads, the chicken mayonnaise and the custard must be stored in refrigerators (✓)
- Do not marinate food at room temperature; refrigerate it (✓). The bean and onion salad should be marinated in the fridge (✓)
- Do not overload the refrigerator, cool air must circulate to keep food safe (✓)
- If the chicken is frozen, it must be thoroughly defrosted before cooking (✓) to allow proper heat penetration right through to the centre of the food (✓)
- Do not leave food to defrost on the kitchen counter for prolonged periods. The moisture that forms during defrosting presents an ideal breeding environment for bacteria. Use the refrigerator or the microwave oven (✓)
- Cook the chicken to the appropriate temperature of 85°C (✓). Foods are properly cooked only when they are heated long enough and at a high enough temperature to kill the harmful bacteria that cause illness (✓)
- Use correctly calibrated food thermometers to check the temperatures of hot and cold foods (✓).

[10]

QUESTION 4

- 4.1 There is no meat. ✓ (1)
- 4.2 Yoghurt ✓
Pea sprouts ✓
Bean sprouts ✓ (3)
- 4.3 Yes ✓ because ...
Any three of the following:
- Hot and cold dishes ✓
 - Colour of the tomato and cucumber (red and green), pale colour of yoghurt and banana ✓
 - Firm texture of tomatoes and cucumber, but bananas are softer, potatoes and other vegetables are cooked giving a softer texture ✓
 - It would be best to chop the tomato and onion into different shapes, not round like the bananas and cucumber ✓ (4)
- 4.4 A suitable dessert would be something that is preferably not yellow, but most desserts would be fine. ✓ (1)
- 4.5 a) R4,00 ✓
b) R2,25 ✓
c) R0,30 ✓ (3)
- 4.6 a) 8 bags ✓
b) 5 bags ✓
c) 9 bags ✓ (3)
- 4.7 Fry lightly in shallow oil until just soft and shiny. ✓ (1)

[16]**QUESTION 5**

- 5.1 The answer should have **THREE** changes made to the menu. Any of the savoury dishes can be changed for South African dishes from whatever culture, as long as the dish is suitable for a cocktail party. Consideration should also be given that the new dishes do not duplicate ingredients, colour, cooking methods etc.
(✓ for the replaced dish, ✓ for the appropriate reason) x 3 (6)
- 5.2 Ingredients that must be listed:
- Mince meat ✓
 - Finely chopped onion ✓
 - Salt and pepper, or other seasonings ✓
 - Egg to bind ✓
 - Mini rolls ✓
 - Spread - butter or margarine ✓
 - Sliced tomato, sliced gherkin, sliced onion, lettuce (any of these or similar) ✓
 - Sauce, relish (any of these or similar) ✓ (8)
- 5.3 Any ten of the following:
- When preparing the room for a cocktail party, remove all the unnecessary furniture and ornaments to create space (✓), and supply plenty of extra glasses and coasters so that there are enough for everyone (✓)
 - Have more than one serving point for both food and the drinks (✓) so that guests do not have to wait unnecessarily (✓)

- Beverages may include beer, wine and soft drinks (✓) but may be extended to include a full bar where spirits are served (✓). If guests cannot get to a central buffet area they tend to drink more and this can be a source of complaint (✓)
- Serving spirits may prove to be expensive as guests tend to overindulge. It is a good practice to give the customer an idea of the possible cost of the function so that limits, especially to do with the bar, can be agreed upon (✓)
- It is important to ensure that the bar is well stocked so that there are enough supplies (✓), and well staffed so that the bar can be run efficiently (✓)
- The food should be attractively presented on platters or trays (✓) with small individual dishes (✓) and supplemented with tray service (✓), where waiters move amongst the guests to ensure that all guests are regularly served (✓)
- A cocktail party is often a stand up function, but seating could be provided (✓)
- When there are about 160 guests, two well skilled bar persons should be able to cope with the bar and there should be one waitron for every 40 guests (✓).

(10)
[24]

QUESTION 6

- 6.1 77 cents ✓
6.2 30 cents ✓

(1)
(1)
[2]

QUESTION 7

Gelatine (any two of the following):

- Extracted from the bones and cartilage of animals (✓)
- Purchased in the form of powder or translucent leaves (✓)

(2)

How to use it (any two of the following):

- It should first be soaked in cold water (✓) until it swells (✓) and then it is dissolved (✓) over hot water (✓) or dispersed in hot liquid (✓)
- The gelatine is then blended with the mixture for which it is intended (✓).

(2)

Primary uses (any two of the following):

- Making of jellies (✓)
- Making of cold desserts (✓)
- Clarifying agent in wines and fruit juices (✓)
- Added to frozen desserts where it acts as a stabiliser (✓) that helps to prevent the growth of ice crystals (✓)
- Sometimes used to cover foods (✓) for display, e.g. canapés and sliced pâtés, this prevents the food from drying out (✓).

(2)
[6]

QUESTION 8

Any six of the following

This is a product developed from soya (✓) and is used as a meat replacement (✓). It is generally a cheaper (✓) protein rich product (✓) and resembles mince meat (✓).

Uses: It is often used to prepare vegetarian dishes (✓), or it is added to minced meat dishes such as sausages, stews, pies and hamburger patties (✓).

[6]

QUESTION 9

Any two of the following, or similar; miniature beef pies, sausage rolls, sausages on sticks, cheese and olives on sticks, chicken drumsticks or wings etc.

[2]

[TOTAL: 80 marks]

Grade 12

HOSPITALITY STUDIES
Test 2 - Suggested solutions

QUESTION 1

1.1	D ✓	(1)
1.2	D ✓	(1)
1.3	D ✓	(1)
1.4	B ✓	(1)
1.5	A ✓	(1)
1.6	D ✓	(1)
1.7	B ✓	(1)
1.8	C ✓	(1)
1.9	D ✓	(1)
1.10	C ✓	(1)
		[10]

QUESTION 2

2.1	False ✓	(1)
2.2	True ✓	(1)
2.3	False ✓	(1)
2.4	False ✓	(1)
2.5	False ✓	(1)
2.6	False ✓	(1)
		[6]

QUESTION 3

3.1	L ✓	(1)
3.2	I ✓	(1)
3.3	D ✓	(1)
3.4	A ✓	(1)
3.5	G ✓	(1)
3.6	H ✓	(1)
3.7	C ✓	(1)
3.8	J ✓	(1)
3.9	F ✓	(1)
3.10	E ✓	(1)
		[10]

QUESTION 4

- 4.1 Any four of the following:
- **The colour of the muscle tissue** should be a healthy red colour (✓). Venison will be a dark burgundy colour and pork is a lighter greyish-pink. Beef is a brighter red than lamb or mutton
 - **The fineness of the grain (texture)** is an indication of the cut and the tenderness (✓). A finer texture meat is usually from muscles that did not do a lot of exercise and is therefore more tender
 - The **cut surface** of the meat should be smooth and satiny (✓)
 - Meat should be kept at a **temperature** between 0 °C and 8 °C (✓). Danger signs are noticeable, unpleasant **smells** and the **discolouring** of the flesh
 - If the **packaging** is dirty or damaged, the food may have been harmed (✓)
 - The **date stamp** will indicate when the food must be used by (✓)
 - The **grading** stamp gives an indication of the age of the animal (✓). (4)

- 4.2 Basting is the process by which oven-cooked meat dishes are moistened ✓ by spooning melted fat, meat juices or other fluids ✓ over meat during the cooking process ✓ (3)
- 4.3 Any two of the following:
- Kidneys (✓)
 - Liver (✓)
 - Lungs (✓)
 - Tongue (✓)
 - Brains (✓)
 - Heart (✓)
 - Tripe (✓)
 - Trotters (✓)
 - Tails (✓)
- (2)
[9]

QUESTION 5

- 5.1 Thawing: (any two of the following):
Thawing is the process during which meat is defrosted (✓). This should be done at refrigerator temperatures (4 °C) (✓). Large joints of meat should be left to thaw over a period of 24 hours (✓). Meat should be completely thawed before cooking (✓). (2)
- 5.2 Searing/sealing: (any two of the following):
Meat is seared by browning it quickly over high heat (✓). This is usually done as a preparatory step for combination cooking methods such as pot roasting (✓). The process enhances the flavour (✓) of the food and helps to prevent the loss of moisture (✓). (2)
- 5.3 Breading: (any two of the following):
Breading is a process by which the product is dredged through seasoned flour (✓), then dipped into an egg wash (✓) and then covered with bread crumbs (✓). The product should be rested for 20 minutes or more before frying (✓). (2)
[6]

QUESTION 6

- Starter - Chardonnay (✓) / wooded Sauvignon Blanc (✓) (1)
Main course - Chardonnay (✓) / Pinot Noir (✓) / Cabernet Franc (✓) (1)
Dessert - sparkling wine (✓) / noble Late Harvest (✓) (1)
[3]

QUESTION 7

- 7.1
- A revenue-generating area is a department that has income from sales. ✓ (1)
 - The revenue generating areas are guest and function rooms, food and beverage, bars and laundry. (Any two for one mark) ✓ (1)
- 7.2
- Non-revenue-generating areas are areas regarded as costs or expenses. ✓ (1)
 - The non-revenue-generating areas are the front office, marketing, human resources, finance, laundry (can also be revenue generating), maintenance and security. (Any two for one mark) ✓ (1)
[4]

QUESTION 8

- 8.1 Wine is the alcoholic beverage ✓ obtained from the fermentation of the juice ✓ of freshly gathered grapes ✓. (3)
- 8.2
- Carbonation ✓
 - Tank / Charmat method ✓
 - Transfer method ✓
 - Methode Cap Classique. In South Africa the sparkling wines made in the same way as champagne are known as Cap Classique. ✓ (4)
- 8.3 a) Any three of the following:
- Stein (✓) • Late harvest (✓) • Natural sweet (✓) • Special late harvest (✓)
 - Noble late harvest (✓) (3)
- b) Any three of the following:
- Sherry (✓) • Port (✓) • Muscadell (✓) • Jerepigo (✓) (3)
- 8.4 The cork should not pop out of the bottle ✓; it should come out with a sigh. If cold enough there should be no wine spilling ✓.
Answers should be given in this order:
- Remove the capsule to just below the wire muzzle. ✓
 - Untwist the wire and remove the muzzle. ✓
 - Keep the thumb on the top of the cork. ✓
 - Tilt the bottle gently at an angle of 45 degrees. Keep an empty glass handy in case the wine does spill over. If sparkling wine is not cold enough it will spill over when it is opened. ✓
 - Keep a tight grip on the cork, and rotate gently with the other hand. ✓
 - As the cork gives, ease it out of the bottle with finger and thumb. ✓ (8)
- [21]**

QUESTION 9

- Direct count method ✓
- Estimate method ✓ (2)

QUESTION 10

- Cellar inwards book ✓
- Bin cards ✓
- Cellar control book ✓
- Beverages perpetual inventory ledger ✓ (4)

QUESTION 11

- Check all cupboards and fridges to ensure that all like items are together and that the items are stored in a tidy and orderly fashion. ✓
- Arrange all the spirit and liqueur bottles according to the stock sheet to make counting easier.
- Place all opened bottles at the front of groups of bottles. ✓
- Ensure that all the beer and soft drinks bottles are full. ✓
- Count the items according to the stock sheets and record neatly and accurately. ✓
- A person in a management position such as the manager or the food and beverage controller should sign the sheet. ✓ (5)

[TOTAL: 80 marks]

Grade 12

HOSPITALITY STUDIES
Test 3 - Suggested solutions

QUESTION 1

1.1	B ✓	(1)
1.2	B ✓	(1)
1.3	A ✓	(1)
1.4	D ✓	(1)
1.5	D ✓	(1)
1.6	D ✓	(1)
1.7	B ✓	(1)
1.8	C ✓	(1)
1.9	A ✓	(1)
1.10	C ✓	(1)
1.11	B ✓	(1)
1.12	D ✓	(1)
		[12]

QUESTION 2

2.1	False ✓	(1)
2.2	True ✓	(1)
2.3	False ✓	(1)
2.4	False ✓	(1)
		[4]

QUESTION 3

3.1	Target market ✓	(1)
3.2	Learnership ✓	(1)
		[2]



QUESTION 4

4.1	E ✓	(1)
4.2	J ✓	(1)
4.3	H ✓	(1)
4.4	C ✓	(1)
4.5	K ✓	(1)
4.6	A ✓	(1)
4.7	B ✓	(1)
4.8	I ✓	(1)
4.9	D ✓	(1)
4.10	F ✓	(1)
		[10]

QUESTION 5

This type of marketing is known as **product samples** ✓

(1)

Any **five** of the following reasons:

The **advantages** of product samples:

- because it is tangible it stimulates more senses, for example sight, feeling, taste ✓
- the experience of using the sample can be very persuasive ✓
- specific audiences can be targeted, for example buyers at the robots ✓.

Disadvantages of product samples:

- production and distribution of the samples can be costly ✓
- people may take an immediate dislike to a product ✓.

You can produce a very effective marketing tool by making small samples of your product and distribute it with leaflets (✓) or covers (✓) that provides the advertising information. It is especially effective when advertising 'ready to eat' food (✓).

(5)

[6]

QUESTION 6

The following SEVEN or any other valid points:

- People working in the service industry must take pride in their personal appearance and follow the dress code of their workplace. ✓
- If you work in the restaurant, front office or in the kitchen, you will either be visible to the public or working with food, so you need to take extra care of your personal appearance. ✓
- Eat a balanced diet and do regular exercise to ensure that you are healthy. ✓
- Bath/shower, wash your hair and change your underwear and uniform every day. ✓
- Brush your teeth at least twice a day. ✓
- Ensure your hands and nails are very clean as you are working with food. ✓
- Only wear jewellery if it is allowed at your workstation. Never wear excessive jewellery or that which can be a hindrance in performing your duty, for example clanging and dangling bracelets ✓
- Check that your uniform is clean, ironed and in good repair, with no missing buttons and no stains, and that your shoes are clean and polished. ✓

[7]

QUESTION 7

Any **15** of the following but a minimum of **three** for each column:

Respect for others	Responsibility & integrity	Commitment to quality
Speaking clearly in a language that the listener can understand ✓	Taking responsibility for yourself and your work ✓	Never producing work that you are not proud of ✓
Being punctual ✓	Being honest ✓	Only giving your best ✓
Keeping confidential matters to yourself ✓	Committing yourself fully to your work ✓	Striving for perfection ✓
Exercising courtesy under all circumstances ✓	Communicating clearly to avoid misunderstandings ✓	
Being fair in all situations and keeping your personal opinion to yourself ✓	Avoiding conflicts of interest, especially when working in a team ✓	
Apologising sincerely for errors or misunderstandings ✓	Being tolerant ✓	
Doing your full share of work and not leaving it for others ✓	Being reliable and dependable ✓	
Accepting constructive criticism and giving gentle feedback when needed ✓	Always exercising self-control ✓	
Dealing with sensitive issues in privacy and in accordance with organisational requirements ✓		
Listening to others ✓		
Making allowances for other people's opinions and mistakes ✓		

[15]



QUESTION 8

- Demographic factors ✓ such as age, gender, marital status, family size, etc. ✓
- Geographic factors ✓ which describe where the customers are located ✓
- Psychographic (lifestyle) factors which describe the activities, interests and opinions of the customers ✓
- Product related factors describe what products or services the customers prefer, the usage rate and the loyalty status of the customer ✓

[6]

QUESTION 9

Any **four** of the following, including an explanation:

- the product or service – what it is that is being sold ✓✓
- the promotion or advertising of the product or service – making it known to people ✓✓
- the place where it is sold – shop, market, street vending, etc. ✓✓
- the price – what the customer is willing to pay ✓✓
- the people – the employees and managers involved in the business ✓✓
- the packaging – the combination of goods and services that meets the customer's needs ✓✓
- partnership – the support and cooperation of all the 'P's of the marketing plan, to produce something that is affordable, satisfies the customer's needs and is available in the right place ✓✓

[8]

QUESTION 10

Any two of the following:

- Commitment, determination, sense of responsibility and a love of achievement ✓
- Creativity, self-reliance and adaptability ✓
- Future-orientation and confidence that they will succeed in whatever they do ✓
- The ability to identify business opportunities and take calculated risks to achieve success ✓
- High levels of energy and a sense of humour ✓
- Good organising and control skills ✓

[2]

QUESTION 11

- Marketing plan ✓
- Operations plan ✓
- Staffing plan ✓
- Financial plan ✓

(1)

(1)

(1)

(1)

[4]

QUESTION 12

Any four of the following:

- Commitment (✓), determination (✓), sense of responsibility (✓) and a love of achievement (✓)
- Creativity (✓), self-reliance (✓) and adaptability (✓)
- Future-orientated (✓) and confident (✓) that they will succeed in whatever they do
- The ability to identify business opportunities (✓) and take calculated risks (✓) to achieve success
- High levels of energy (✓) and a sense of humour (✓)
- Good organising (✓) and control skills (✓).

[4]



[TOTAL: 80 marks]

Grade 12

HOSPITALITY STUDIES
Test 4 - Suggested solutions

QUESTION 1

- | | | |
|-----|-----|------------|
| 1.1 | C ✓ | (1) |
| 1.2 | A ✓ | (1) |
| 1.3 | C ✓ | (1) |
| 1.4 | C ✓ | (1) |
| 1.5 | D ✓ | (1) |
| 1.6 | B ✓ | (1) |
| | | [6] |

QUESTION 2

Any 18 of the following points, correctly provided in table format:

Room inventory management ✓	Sales (Central Reservation System) ✓	Accounting (Revenue Management System) ✓
Housekeeping –system alerts housekeeping that a guest has checked in or out of a room. ✓ Housekeeping then know when to clean the room and/or prepare it for the next guest. ✓	Reservations (central reservation offices) ✓ – online, via agent, or via the hotel ✓	Credit card processing, ✓ settling accounts ✓
Maintenance ✓	Managing, ✓ pricing ✓ and selling rooms ✓ at correct rates ✓; keeping track of availability ✓	Travel agent accounts ✓
Guest relations – all guest data, ✓ their preferences, ✓ personal details, ✓ history ✓	Food and beverage ✓	
Front office ✓	Check-in, ✓ self-service check-in, ✓ and check-out ✓	
Activities ✓ – for example, spa scheduling, gym use, squash courts ✓		

[18]

QUESTION 3

Any twelve of the following or other valid points, given in paragraph and list:

Cholera is a severe intestinal infection ✓ caused by the bacterium *Vibrio cholerae*. ✓ It has a short incubation period from less than one day to five days. ✓ The symptoms of cholera include painless, watery diarrhoea ✓ that can quickly lead to severe dehydration ✓ and death if treatment is not given. ✓ vomiting also occurs. ✓

Cholera is transmitted in the following ways:

- by contaminated water ✓
- through eating food washed in cholera-contaminated water ✓
- through soiled hands or flies ✓
- by eating vegetables fertilised with sewage ✓
- through fish or shellfish obtained from contaminated waters – the organism can survive for long periods in water and ice. ✓.

[12]

QUESTION 4

Any **ten** of the following:

- Raw foods and water almost always contain contaminants and must be made safe (✓)
- Pets and other animals can contaminate the food environment (✓). Food premises should be rodent and insect proof (✓)
- Customers may also contaminate food if they cough or sneeze on open food (✓)
- The first rule in the protection of the consumer is to **prevent** contamination (✓). It will never be possible to remove contamination completely; all efforts go towards reducing it as far as possible.
- Prevent cross-contamination. Bacteria can spread from one food product to another throughout the kitchen and can get onto cutting boards, knives, sponges, and work surfaces (✓). Keep raw meat, poultry, seafood, and their juices away from other foods that are ready to eat (✓)
- Cleaning is a process of decontamination intended to remove contaminants in the food environment (✓)
- There is a difference between surfaces or areas looking clean and being decontaminated (✓). A state of 'microbiological cleanliness' needs to be attained; simple visual cleanliness is not enough (✓)
- Know the difference between cleaning and sanitising (✓)
- Cleaning schedules should be used to ensure that all areas, utensils and equipment are properly cleaned (✓)
- 'Clean as you go' as far as possible to minimise the contamination load within the food premises (✓)
- Food handlers, including cashiers, porters and cleaners who have any symptoms of illness, must report to management immediately (✓). Food handlers who are symptomless carriers of pathogens are an especially hazardous source of infection (✓)
- Food handlers should wear clean, washable over-clothing at work (✓). Outdoor clothing and shoes should not be brought into a food room because they will carry contaminants (✓)
- Food handlers should cover all skin cuts, abrasions or lesions with waterproof dressings (✓), they should not touch parts of the body while handling food (✓), they should wash their hands often – especially after using the toilet (✓).

[10]

QUESTION 5

5.1

Ingredient	Cost
30 g sugar	R0,20 ✓
1 egg yolk	R0,50 (only yolk) ✓
20 g corn flour	R0,16 ✓
250 ml milk	R1,25 ✓
A pinch of salt	-
2 ml vanilla essence	R0,20 ✓
5 ml lemon or orange rind	R0,16 ✓

(6)

5.2 A fruit coulis is fruit that has been blended to a smooth consistency and is used as an accompaniment to desserts ✓.

(1)

[7]

QUESTION 6

- 6.1
- Labour ✓
 - Food ✓
 - Fixed ✓
- (3)
- 6.2 Any **two** of the following for each point:
- Do comparative buying (✓). Purchase food from more than one supplier (✓) and obtain quotes from several before selecting (✓). The lowest priced product is not necessarily the best to buy (✓). Quality is equally important (✓). (2)
 - Theft is the biggest contributor to a high food cost percentage (✓). This is also known as shrinkage (✓). Staff eating food without paying also contributes to increasing the food cost (✓). (2)
 - Training of all employees will assist in minimising the food costs (✓). Breakages of containers, burning of food and other accidents all contribute to the profit being lower (✓). Pride and care when handling ingredients all contribute to reducing the accidents (✓). (2)
- [9]**

QUESTION 7

- 7.1 Any **six** of the following:
- Requisition sheet ✓
 - Bin cards/perpetual inventory/stock card ✓
 - Stock record card ✓
 - Stock lists/sheets ✓
 - Stock ledger card ✓
 - Issue note ✓
- (6)
- 7.2 Cost (R10,50) + profit (75%) = selling price (100%) ✓
 Therefore: Cost = 25% (100% – 75%) ✓
 Therefore: R10,50 = 25% ✓
 Therefore: Selling price = (R10,50 / 25) x 100 = R42,00 ✓
- OR:** Selling price = R42,00 ✓✓✓✓ (4)
- 7.3 Costs (R228) + profit (20%) = selling price (100%) ✓
 Therefore: Cost = 80% (100% – 20%) ✓
 Therefore R228,00 = 80% ✓
 Therefore: Selling price = (R228,00 / 80) x 100 = R285,00 ✓
- OR:** Selling price = R285,00 ✓✓✓✓ (4)
- [14]**

QUESTION 8

- 8.1 R80,00 ✓
- 8.2 60% ✓
- 8.3 40% ✓
- 8.4 100% ✓
- [4]**

[TOTAL: 80 marks]

Focus Hospitality Studies Grade 12
Control Test Book

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