



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2021

HOSPITALITY STUDIES

Time: 3 hours

200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 16 pages and an Addendum of 1 page (i). Please check that your question paper is complete.
 2. Read the instructions of each question carefully and ensure that you comply.
 3. Answer Questions 6.1, 6.2 and 6.3 on the Addendum. Answer all the other questions in your Answer Book.
 4. Number your answers exactly as the questions are numbered.
 5. Leave lines open between all answers and start each section on a new page.
 6. Calculators may be used.
 7. It is in your own interest to write legibly and to present your work neatly.
-

SECTION A**QUESTION 1 MULTIPLE CHOICE**

Answer the questions below on the multiple-choice answer sheet on the inside front cover of your Answer Book. Make a cross (X) in the box corresponding to the letter of your answer.

Example:

A	B	<input checked="" type="checkbox"/>	D
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1.1 An advantage of the POS system is that menu ____.

- A cards can be printed in colour electronically
- B ingredient lists can be made available to clients
- C order lists can be sent directly to suppliers
- D sales can be used to order the correct stock

1.2 ____ is a disease that is not transmitted by food.

- A Hepatitis A
- B Cholera
- C Gastroenteritis
- D HIV/AIDS

1.3 Inserting strips of pork fat into meat is called ____.

- A larding
- B barding
- C dressing
- D jointing

1.4 Max, a food service worker, ate chicken that was contaminated with the salmonella bacteria. He is displaying symptoms of ____.

- A cholera
- B tuberculosis
- C pneumonia
- D gastroenteritis

1.5 Which of the following areas can be classified as revenue-generating areas in an accommodation establishment?

- A Front office, finance department and restaurant
- B Function room, guest rooms and bars
- C Off-site laundry, breakfast rooms and security
- D Marketing, human resources and maintenance

- 1.6 Which one of the following ingredients is excluded from a vegan diet?
- A Walnuts
 - B Feta cheese
 - C Tofu
 - D Lettuce
- 1.7 A ____ is used to cover food when serving to prevent it from drying out.
- A cloche
 - B dome
 - C mesh
 - D cartouche
- 1.8 ____ is a thin pancake dessert flamed with a hot orange liqueur.
- A Crêpe au citron
 - B Crêpe d'orange
 - C Crêpe Suzette
 - D Crêpe à la confiture
- 1.9 If the top of a malva pudding is burnt, but it is still raw on the inside, it is possible that the oven ____.
- A temperature was too low
 - B door was opened regularly
 - C door was opened too soon
 - D temperature was too high
- 1.10 A rule that is applied to making cocktails and mocktails:
- A Sparkling drinks should be shaken.
 - B Sparkling drinks should not be shaken.
 - C Fruit juice and cream should be shaken.
 - D Fruit juice blends should not be shaken.

[10]

QUESTION 2 MATCH THE COLUMNS

Select the business plan information in column B that matches the main components of a business plan in column A. Write only the letters (A–I) next to the question number (2.1–2.4) in the Answer Book. **There could be more than one correct answer. Make sure to write all the possible answers next to the number.**

Example: 2.5 B, D and I

COLUMN A Business plan headings		COLUMN B Business plan information	
2.1	Business description	A	Budget
2.2	Financial plan	B	Short-, medium- and long-term goals
2.3	Operational plan	C	Business address
2.4	Cover page	D	Organogram
		E	Suppliers
		F	Marketing
		G	Service description
		H	Branding
		I	Name of the owner

[7]

QUESTION 3

3.1 Select the **odd one out** and provide a **reason** for your choice.

3.1.1 Advertisements / radio / promotional videos (2)

3.1.2 Price / product sampling / "buy one get one free" (2)

3.1.3 Accountant / night auditor / IT technician (2)

3.2 Classify the appetisers (A–G) under the headings below. Redraw the table and write only the chosen letters under each heading.

Cold composite appetisers	Canapés	Hot single appetisers

A



[Source: <<https://www.prima.co.uk/>>]

B



[Source: <<https://www.thekitchn.com/>>]

C



[Source: <<https://www.thedailymeal.com/>>]

D



[Source: <<https://mykidslickthebowl.com/>>]

E



[Source: <<https://www.foodandwine.com/>>]

F



[Source: <<https://gourmetfoodsinc.com/>>]

G



[Source: <<https://www.indoindians.com/>>]

(7)
[13]

30 marks

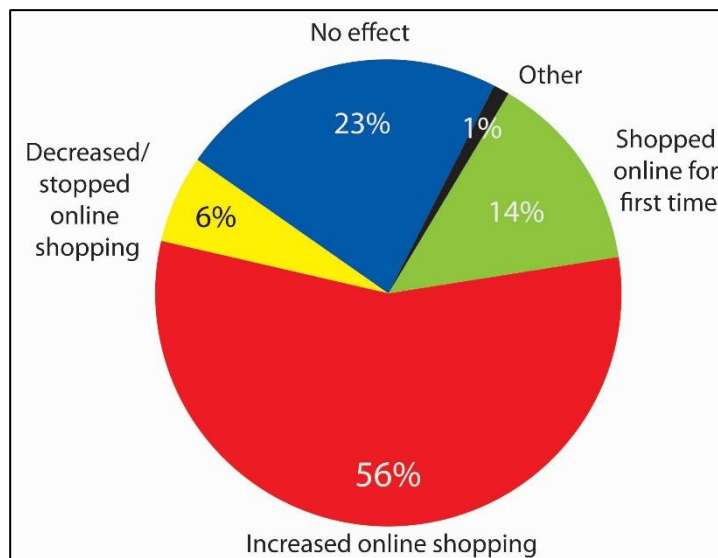
SECTION B**QUESTION 4**

4.1 Define the term *gross domestic product (GDP)*. (3)

4.2 List FOUR ways in which the hospitality industry influences the South African economy. (4)

4.3

The effect of the COVID-19 pandemic on customers' online shopping behaviour.



[Source: <<https://v12data.com/blog/changes-in-consumer-behavior-during-covid-19/>>]

4.3.1 Reflect on the chart and analyse the data. Come to a clear conclusion about the benefits of online shopping for a chef or restaurant manager. (4)

4.3.2 List THREE safe purchasing practices to use when shopping online. (3)

4.4 4.4.1 Name the food-borne disease that causes the following symptoms.

Coughing blood
Tired all the time
Night sweats

(1)

4.4.2 Why would you not allow a worker displaying these symptoms to continue to work as a food handler? (2)

4.4.3 What influence does this disease and Covid-19 have on the hospitality workforce? (3)

4.5 Discuss the importance of the statement 'Customer is King', with regard to guest expectations. (5)

[25]

QUESTION 5

Study the menu below and answer Questions 5 and 6.

menu
23 NOV 2021
Potato and bacon Soup
Beef Fillet served with a cream of mushroom sauce
Potato bake
savoury rice
green beans with pistachios
Baked malva pudding served with crème anglaise
Coffee

5.1 Assess the suitability of the menu against the following criteria:

5.1.1 Ingredients used. (2)

5.1.2 The suitability for a Muslim guest. (2)

5.1.3 The technical layout. (4)

5.2 Study the TWO pictures below and answer the questions that follow:



[Source: <britannica.com>]

Picture 1



[Source: <dacoastaverity.co.za>]

Picture 2

5.2.1 Which of the pictures (1 or 2) represents the nuts mentioned in the menu? (1)

5.2.2 Give ONE reason for using nuts in the menu, other than increasing the nutritional value. (1)

5.2.3 Explain the difference between a food allergy and food intolerance. (4)

5.2.4 Which one of the nuts (picture 1 or 2) has a poisonous shell? (1)

[15]

QUESTION 6

Complete Questions 6.1, 6.2 and 6.3 on the Addendum.

6.1 Calculate the cost of each ingredient for the *Potato and Bacon Soup*.

Potato and Bacon Soup

Ingredients:

20 g butter
1 kg potatoes, peeled and cubed
200 g bacon, diced
500 ml water
500 ml milk
2 g thyme
Salt and pepper to taste

(5)

6.2 The following ingredients are used for the *Cream of Mushroom Sauce*:

50 g butter
25 g flour
250 g mushrooms, sliced
250 ml cream

6.2.1 Calculate the total food cost. (1)

6.2.2 Calculate the overhead cost at 40% of the total food cost. (2)

6.2.3 Calculate the labour if the chef works for 25 minutes at R150,00 per hour. (2)

6.3 Calculate the cost per portion of malva pudding. Show ALL your calculations.

The total cost of the malva pudding is R38,08. The recipe yields 12 portions.

(2)

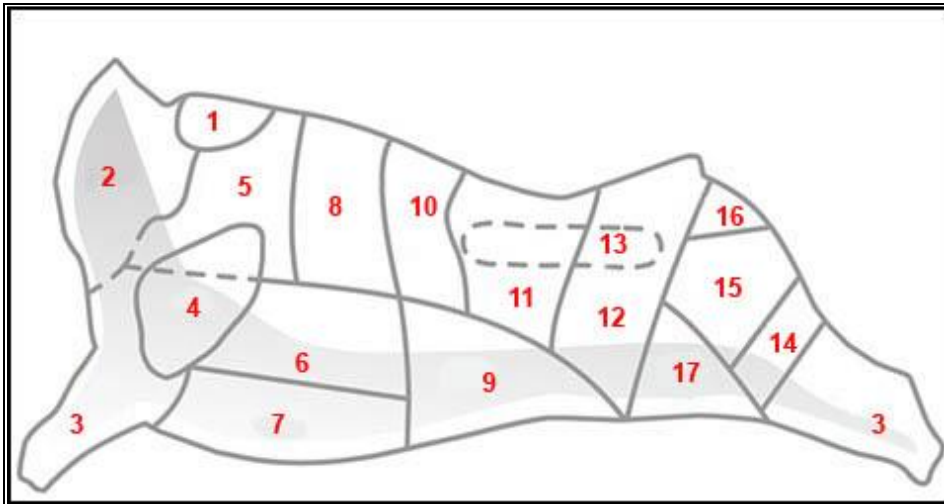
6.4 Give THREE general points on how the food cost can be controlled in a kitchen.

(3)

[15]

QUESTION 7

Study the information given and answer the questions that follow.



[Source: <karanbeef.co.za>]

You will be serving the following dishes at an informal function:

Hamburgers with homemade patties
Beef short rib
Mutton curry
Lentil moussaka

- 7.1 Identify TWO cuts on the carcass that are suitable for making mince. Write the numbers and names of the cuts. (2)
- 7.2 How would you cook the patties for a person who is watching their weight? Justify your answer. (2)
- 7.3 7.3.1 Give THREE reasons why beef mince is so versatile. (3)
- 7.3.2 *Textured vegetable protein* (TVP) can be added to beef mince to make it more affordable. Describe this product. (2)
- 7.3.3 List FOUR **other** advantages of using TVP. (4)
- 7.4 Calculate how many kilograms of beef mince you would need to make 10 beef patties. Show your calculations. (2)
- 7.5 7.5.1 Identify the cut used for beef short rib. Write down only the number. (1)
- 7.5.2 Recommend the best method of cooking beef short rib. Motivate your choice. (2)
- 7.5.3 If a cow was raised on a free-range farm, how would this influence the quality of the meat? (4)

- 7.6 Suggest TWO suitable accompaniments that can be served with the curry. (2)
- 7.7 How does the cooking of lentils differ from that of other pulses? (3)
- 7.8 Provide THREE reasons why some people prefer a vegetarian diet. (3)
- [30]**

QUESTION 8

- 8.1 Suggest a suitable pastry for the following items.
- 8.1.1 Quiche (1)
- 8.1.2 Vol-au-vents (1)
- 8.1.3 Samosas (1)
- 8.1.4 Baklava (1)
- 8.2 Pie crusts are often baked before adding a filling. Describe this process by using the following terms in your description.
- blind baking
 - docking
 - sealing
- (8)
- 8.3 Provide possible reasons for the following results after baking a batch of cream horns.
- 8.3.1 Fat oozed out during baking. (3)
- 8.3.2 The cream horns shrank. (2)
- 8.4 Identify the **choux pastry** products below.

8.4.1



[Source: <mrfood.com>]

8.4.2



[Source: <roadtopastry.com>]

8.4.3



[Source:
<natashaskitchen.com>]

(3)

[20]

QUESTION 9

- 9.1 How will you prepare chocolate mousse to make it suitable for guests with the following dietary needs?
- 9.1.1 Lactose intolerant (1)
- 9.1.2 Allergic to chocolate (1)
- 9.1.3 Diabetic (2)
- 9.2 What is the main difference between a *Charlotte Russe* and a *Charlotte Royale*? (2)
- 9.3 9.3.1 Why is Swiss meringue often used as a topping? (1)
- 9.3.2 Explain how the preparation method of Swiss meringue differs from that of Italian meringue. (4)
- 9.4 An apprentice chef is making a moulded gelatine dessert.
- 9.4.1 Name THREE possible methods of preparing the mould. (3)
- 9.4.2 Explain the following outcomes when inverting the dessert.
(a) The fruit had sunk to the bottom (1)
(b) The dessert had a rubbery consistency. (1)
- 9.4.3 She decided to add fresh pineapple to one of the gelatine desserts. Predict the result of this action and explain your reasoning. (2)
- 9.5 Describe how you would preserve pineapple in a jar for later use. (6)
- 9.6 Suggest THREE items of information that have not been included on this label. Explain why these items are necessary. (6)
- [30]**



QUESTION 10

- 10.1 How does draught beer differ from beer in a bottle or can? (2)
- 10.2 Non-alcoholic beverages are very popular. Identify the fruit used in the following syrups.
- 10.2.1 Cassis (1)
- 10.2.2 Grenadine (1)
- 10.2.3 Framboise (1)
- 10.3 Recommend how wine should be stored. Refer to the temperature, location, position and rotation of the wine. (4)
- 10.4 What is the difference between an on-consumption and an off-consumption liquor licence? Give ONE example of each. (4)
- 10.5 Provide TWO reasons why a person might not be granted a liquor licence. (2)
- [15]**

150 marks

SECTION C**QUESTION 11**

Consider the following statements.

STATEMENT A

KITCHEN BRIGADE SYSTEM STILL USED IN TOP PROFESSIONAL KITCHENS AROUND THE WORLD

**STATEMENT B**

ESCOFFIER'S BRIGADE SYSTEM HAS TO GO



Using Sources, A, B and C on pages 15–16 as well as your own knowledge and experience, discuss your opinion on Statements A and B on page 13 in the form of a 1–1½ page essay. This question will be marked according to the rubric below.

To answer the question, you are expected to:

- Present an argument that convincingly supports your point of view.
- Examine the source material carefully and use the information in the sources to best develop your argument. Do not merely rewrite information from the sources.
- Integrate your own knowledge and experiences into your argument.

	0 marks	1 mark	2 marks	3 marks	4 marks	Possible mark (20)
Use of sources	No reference to sources.	Reference made to only part of a source.	Reference made to one source.	Reference made to two sources.	Source detail used very close to full potential.	4
Quality of content X 2	Little or no content relevance.	Significant and important information missing AND facts not closely related to the topic.	Some vital information missing OR many irrelevant facts.	Sufficient facts provided. Most information is relevant, appropriate and accurate.	Many facts provided. All information is relevant, appropriate and accurate.	8
Use of own knowledge/ experience	No own knowledge provided.	A few facts and little information provided from own knowledge/ experience.	Includes some facts and information from own knowledge/ experience.	Includes facts and information from own knowledge/ experience.	Includes many facts and much information from own knowledge/ experience.	4
Quality of argument	Question not answered. Missed the point.	Flawed in all respects.	Flawed in two respects.	Flawed in one respect.	Decision clearly stated and supported by essay. Reasoning/ logic very clear. Argument is not repetitive. Argument is succinct/ neither longwinded nor rambling.	4

SOURCE A Why Escoffier's brigade system has to go

Auguste Escoffier opened the Ritz Hotel and Restaurant in Paris and introduced the world to the kitchen brigade system. Taken from the military structure, there was always a hierarchy and a chain of command that ruled the kitchen world. This system has brought order and stability to 'organised chaos'.

It's the reason why you can have a fish dish, your friend can have the steak, your other friend can have pig's trotters, and your girlfriend can have the chicken. It organises the kitchen so that all proteins can be cooked simultaneously, and the guests at your table get the food at the same time.

Whether on the sauce station, the grill, commis, or sous – the model Escoffier left is one that has played out militarily in more ways than one. Ok, it's organised and it's efficient, but it also sees those at the bottom of the hierarchy destroyed by a bag of onions, killed by peeling carrots or whatever other menial tasks have been dreamed up by the higher-ups that day.

[Source: Villarosa, H., 2021. <<https://www.finedininglovers.com/article/escoffiers-brigade-system>>.

[Blog] *An alternative to the Escoffier system*,

Available at: <<https://www.finedininglovers.com/article/escoffiers-brigade-system>>]

SOURCE B The modern kitchen brigade system

Today's kitchen brigade has been significantly streamlined from Chef Escoffier's original, but the basic structure and concept is still the foundation of any well-organised professional kitchen.

Some of the reasons for the trimming down of the modern kitchen brigade include:

- Positions such as the butcher & fishmonger have largely been replaced by purchasing pre-fabricated cuts of meat and fish from vendors.
- Restaurants that don't make most of their own recipes from scratch can purchase processed or semi-processed products for their menus.
- Most restaurants don't do the elaborate multi-hour meals that Escoffier served to royalty, dignitaries, and wealthy patrons.
- Modern technology such as Hobart mixers, Vitamix blenders, gas stoves, Robot-Coupe, refrigeration, and many others have made kitchen production significantly easier.

[Source: <<https://www.chefs-resources.com/kitchen-management-tools/kitchen-management-alley/modern-kitchen-brigade-system/>>]

SOURCE C**What are the benefits of having a kitchen brigade in your restaurant?**

The kitchen brigade system has numerous benefits for restaurants. While most fine-dining establishments strictly adopt the brigade system, more casual restaurants can also benefit from its hierarchy.

'Kitchen brigade systems help create hierarchy and delineate responsibilities in what can be an informal and casual working environment,' explained Ellen Eamon, general manager of Montréal restaurant Elena.

Lindsay Brennan, co-owner of Tinc Set, seconds that sentiment. 'A kitchen brigade system is important to create an efficient, organised and cohesive team,' she added.

So, instead of having a back-of-house team in which everyone has the same level of seniority and members execute tickets based on availability, the brigade system creates order. There is an executive chef or chef de cuisine who oversees the team. Then there are line cooks who man stations and contribute to different dishes, rather than creating dishes on their own from start to finish. This system ensures that line cooks perfect the techniques that they focus on, which maximises efficiency and consistency.

But this system is useful for more than just teamwork. The brigade system 'is also an effective tool to create an incentive for staff members to commit to the team and to see a clear path for future development within the company,' Brennan says.

The system helps 'create a clear framework for moving up in the restaurant [like] a junior sous chef being promoted to sous chef,' explained Eamon.

[Source: <<https://www.lightspeedhq.com/blog/kitchen-brigade/#section2>>]

20 marks**Total: 200 marks**