



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2020

HOSPITALITY STUDIES

Time: 3 hours

200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 14 pages and an Addendum of 2 pages (i–ii). Please check that your question paper is complete.
 2. Read the instructions of each question carefully and ensure that you comply.
 3. Number your answers exactly as the questions are numbered.
 4. Leave lines open between each answer and start each section on a new page.
 5. Draw tables when asked to "tabulate" your answers.
 6. Calculators may be used.
 7. It is in your own interest to write legibly and to present your work neatly.
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SECTION A**QUESTION 1 MULTIPLE CHOICE**

Answer these questions 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 representing the answer that you consider to be the most correct.

1.1 The ... refers to the total value of goods and services manufactured and delivered in a country in one year.

- A GDS
- B GDP
- C GSP
- D GSM

1.2 Revenue generating areas ... for an establishment.

- A earn an income
- B offer specialised services
- C handle all payments
- D include all the financial services

1.3 The ... consolidates transactions from the previous day.

- A financial manager
- B accountant
- C debit clerk
- D night auditor

1.4 ... is the inflammation of the mucous membrane of the stomach and small intestines.

- A Hepatitis A
- B Cholera
- C Tuberculosis
- D Gastroenteritis

1.5 Menu engineering focuses on the

- A data about sales volume, cost and profit
- B balanced dishes that appear on the menu
- C marketing of a specific menu to increase sales
- D metric conversions of recipes used on the menu

1.6 Biological molecules that break down the natural elements in food are:

- A Minerals
- B Enzymes
- C Emulsifiers
- D Elastin

- 1.7 ... is the semi-fluid, flavoursome and nutritious liquid present in meat.
- A Hemoglobin
 - B Marbling
 - C Sarcoplasm
 - D Myoglobin
- 1.8 The Maillard reaction is a chemical reaction between
- A proteins and carbohydrates
 - B vitamins and minerals
 - C proteins and sugar
 - D carbohydrates and fats
- 1.9 ... is the process that takes place when moist heat is applied to starch.
- A Gelatinisation
 - B Coagulation
 - C Dispersion
 - D Fermentation
- 1.10 A sweet rice based dessert cooked in milk and topped with poached fruit is a
- A panna cotta
 - B condé
 - C blancmange
 - D coupes

[10]

QUESTION 2 MATCH THE COLUMNS

Match the type of pastry in Column A to the pastry dish in Column B. Write only the letter (A–G) next to the question number (2.1–2.5) in the answer book. Example: 2.6 J.

Column A Types of Pastry		Column B Example of Pastry Dish	
2.1	Choux	A	Hertzoggies
2.2	Puff	B	Pork pies
2.3	Shortcrust	C	Palmiers
2.4	Purr	D	Canapés
2.5	Phyllo	E	Croquembouche
		F	Samoosas
		G	Spanakopita

[5]

QUESTION 3

- 3.1 From the alternatives listed below, select **FOUR** benefits of the use of computers in the Hospitality Industry.
- A Professional image.
 - B Improved service delivery.
 - C Need to be updated regularly.
 - D Huge source of information.
 - E Easy to recognise information.
 - F Improved management control. (4)
- 3.2 Select the **ODD** one out and **provide a reason** for your choice.
- 3.2.1 Chardonnay/Chenin Blanc/Cabernet Sauvignon (2)
 - 3.2.2 Lager/Ale/Stout (2)
 - 3.2.3 Doux/Brut/Demi-sec (2)
- 3.3 Provide the correct term for the following:
- 3.3.1 The process whereby gelatine is soaked in cold liquid to soften. (1)
 - 3.3.2 A protein present in the hides, bones and connective tissue of animals. (1)
 - 3.3.3 Hydrated gelatine molecules melted over a bain marie. (1)
 - 3.3.4 Enzyme present in raw pineapple that prevents gel formation. (1)
 - 3.3.5 A type of chocolate that contains vegetable fat, sugar, milk solids and no cocoa butter. (1)

[15]**30 marks**

SECTION B**QUESTION 4**

A number of challenges are set for the 2020 Grade 12 Masterchef competition.

The first challenge is to evaluate the suitability of a menu.

Study the menu below and answer the questions that follow.

<p>MENU Dinner 1 December 2020 Starter: Potato and Cheddar Cheese Soup Main: Chicken Ballontine with Herby Goats Milk Cheese and Garlic Creamy bed of Polenta Dessert: Steamed Date and Walnut Pudding Cheese and Biscuits</p>
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- 4.1 How many courses are served on this menu? (1)
- 4.2 Explain the suitability of the dishes with reference to:
- 4.2.1 Seasonality/Time of year. (2)
- 4.2.2 Methods of cooking. (3)
- 4.2.3 Ingredients. (2)
- 4.3 Is this menu suited to Jewish and Muslim guests? Motivate your answer. (4)
- 4.4 4.4.1 Give TWO benefits of including nuts on a menu. (2)
- 4.4.2 Select the correct description of a walnut. Write only A or B for your answer.
- A Narrow and elongated with a smooth brown shell.
- B Pale, wrinkled kernel with a round, wrinkled shell. (1)
- 4.5 **One of the guest's tongue and throat starts swelling. The guest stops breathing.**
- 4.5.1 What do you call this condition? (1)
- 4.5.2 Identify ONE ingredient on the menu that could have caused this condition. (1)
- 4.6 **A contestant is diagnosed with Cholera.** List THREE measures that should be put in place to avoid the spread of the disease in the Masterchef kitchen. (3)

[20]

QUESTION 5

5.1 Study the information below and answer the questions that follow.

Chicken Ballotine with Herby Goats Milk Cheese and Garlic**Yield 10 Portions**

Ingredient	Amount used	Purchase Unit	Purchase Price	Conversion
Chicken breasts	600 g	1 kg	R26,50	
Goats milk cheese	300 ml	1 kg	R80,00	250 ml = 200 g
Garlic	10 g	100 g	R7,00	
Chives	10 g	100 g	R6,50	
Parsley	10 g	100 g	R5,00	
Eggs	2	1 dozen	R32,00	
Chicken leg and thigh cut	1 kg	1 kg	R30,00	

Use the costing sheet (page i of the ADDENDUM) and complete the following calculations.

- 5.1.1 Calculate the conversions and cost of each food item. (10)
- 5.1.2 Calculate the total food cost of the recipe. (1)
- 5.1.3 Calculate the labour cost if one chef prepares this recipe at R75 per hour and it takes 2 hours. (1)
- 5.1.4 Calculate the overhead cost at 30% of the total food cost. (1)
- 5.1.5 Calculate the profit @ 50%. (3)
- 5.1.6 Calculate the cost per portion. (1)
- 5.2 When compiling a quote for a function you include the food cost. Other costs also need to be included. List THREE "other" costs that need to be included in a quotation. (3)

[20]

QUESTION 6

The mystery box challenge contains the following:

apricots, apples, bananas, strawberries, and tomatoes

- 6.1 6.1.1 What is a jam? (1)
- 6.1.2 Select the most suitable fruit, from the options provided above, to prepare a jelly. Motivate your choice. (2)
- 6.2 Mention THREE important facts to consider when selecting the jar for the jelly. (3)
- 6.3 From the options given below, select FOUR details you would consider important to put on the label of your homemade jelly. Write only the chosen letters A–G.
- A Grading
- B Ingredients list
- C Date
- D Nett mass
- E Name of product
- F Country of origin
- G Barcode
- (4)
[10]

QUESTION 7

7.1 Study the following excerpt and answer the questions that follow.

MasterChef SA: The Beef Challenge
"Every piece of the cow awaits you in the pantry today!"
Chef Pete Goffe-Wood told the Top 13.

The challenge: To create a dish with beef as the hero of the plate.
Jason's risks backfired badly when it came to the tasting.
"You know how long it takes to cook shin."

[<<https://www.food24.com/News-and-Guides/Masterchef/MasterChef-SA-The-beef-challenge-20130717>>]

- 7.1.1 Is shin located in the fore or hind quarter? (1)
- 7.1.2 Identify the most suitable cooking method for shin. (1)
- 7.1.3 Discuss how the structure of the **shin** and that of **fillet** will be influenced by the cooking process. (4)
- 7.2 7.2.1 Explain what is required if you are asked to:
"Dress the steak." (2)
- 7.2.2 What is the purpose of this technique? (1)
- 7.3 Freezing is a popular method to preserve meat. Describe the outcome if the packaging is damaged during freezing. (4)
- 7.4 In this challenge, a contestant de-boned the meat. Name FOUR advantages of deboning. (4)
- 7.5 The age of the animal generally determines the grading. List THREE other factors that influence the grading of meat. (3)
- [20]**

QUESTION 8

8.1 *During a skills challenge the Masterchef contestants have to whip egg whites.*

8.1.1 List THREE factors that may influence the foaming ability of egg whites. (3)

8.1.2 Using the information in the table below, **name and explain** the method of preparing the THREE types of meringue.

Name of dish	Soufflé's	Macaroons	Lemon meringue
Type of meringue	A	B	C
Preparation method	Easy to make. To prepare ...	Creamy and smooth. To prepare ...	Creamy, smooth and food-safe. To prepare ...

(6)

8.1.3 Describe a Baked Alaska dessert. (2)

8.2 8.2.1 Sugar can be used in a variety of different ways to decorate desserts. List THREE important points to consider when working with sugar. (3)

8.2.2 Motivate why couverture chocolate is the best choice for chocolate garnishes. (2)

8.2.3 Why is it important to temper couverture chocolate? (1)

8.3 Crème Caramel and Crème Brûlée are examples of baked custards. Identify which of the two baked custards mentioned is illustrated in the image below and motivate your answer.



(3)
[20]

QUESTION 9

For the pastry challenge you need to create two desserts, one featuring shortcrust pastry and the other puff pastry.

9.1 Compare the two types of pastry. Redraw and complete the table below.

Pastry	Description	Quality Characteristics	Example of a sweet dish
9.1.1 Shortcrust	(3)	(2)	(1)
9.1.2 Puff	(3)	(2)	(1)

(12)

9.2 List THREE application rules to ensure successful pastry products. (3)

9.3 When you prepare **Choux pastry**, a few important steps contribute to a successful end product. Provide reasons for the following actions:

9.3.1 Do not boil the water and shortening for too long. (2)

9.3.2 Bake at an initially high temperature for a short time. (1)

9.3.3 Reduce the temperature after a few minutes to complete the baking time. (2)

[20]

QUESTION 10

10.1 The **fermentation process** is very important during wine making.

10.1.1 Explain the process. (3)

10.1.2 Fermentation is also used in the production of sparkling wine. Name and describe the THREE methods of production. (6)

10.2 Justify the use of the term Champagne. (1)

[10]

QUESTION 11

Congratulations! You have won the title of Masterchef 2020. As part of the prize you receive a monetary reward to start your own business.

- 11.1 11.1.1 List the information that will form part of your business plan. Provide SIX headings that you will include in the business plan and ONE example of the information under each heading. (12)
- 11.1.2 With the use of a mind map apply the marketing mix to your business. Include all the aspects that need to be considered when marketing a business. (12)
- 11.2 Which TWO social media platforms would you use to market your business? Motivate your choice. (4)
- 11.3 Explain how you will ensure that your business remains sustainable. (2)
- [30]**

150 marks

SECTION C


QUESTION 12

Consider the following statements.

STATEMENT A


CARNIVORE DIET – SUPERCHARGE YOUR LIFE WITH ONLY EATING MEAT

WHAT TO AVOID ON A CARNIVORE DIET



ALL PLANT-BASED FOODS
From candy to vegetables, any plant-based food is 100 percent restricted on a carnivore diet. Strict carnivores won't even cook with olive oil.

SUPPLEMENTS
The theory behind the carnivore diet is that if you switch to a zero-carb diet, your nutritional needs change, and that all the vitamins and minerals your body needs to thrive are contained in meat.



PERFECT KETO

[<<https://perfectketo.com/carnivore-diet/>>]

STATEMENT B

ENVIRONMENTAL VEGETARIANS – SAVE OUR PLANET



[<<https://www.google.co.za/slaughteringoanimmaleadtovegetarianis>>]

Using the Source material, A–D provided as well as your own knowledge, discuss your opinion on the above statements in the form of a 1–1½ page essay.

To answer the question, you are expected to:

- Present an argument that convincingly supports your view point.
- Examine the source material carefully and use the information in the sources to best develop your argument.
- Integrate your own knowledge and experiences into your argument.
- This question will be marked according to the attached rubric.
- NOT merely rewrite information from the sources.

20 marks

SOURCE A **ALL YOU NEED TO KNOW ABOUT THE CARNIVORE (ALL-MEAT) DIET**

The Carnivore Diet is a restrictive diet that only includes meat, fish, and other animal foods like eggs and certain dairy products. It excludes all other foods, including fruits, vegetables, legumes, grains, nuts, and seeds. Its proponents also recommend eliminating or limiting dairy intake to foods that are low in lactose – a sugar found in milk and dairy products – such as butter and hard cheeses. The Carnivore Diet stems from the controversial belief that human ancestral populations ate mostly meat and fish and that high-carb diets are to blame for today's high rates of chronic disease. The Carnivore Diet excludes all foods except meat, eggs, and small amounts of low-lactose dairy products. Testimonials from those who follow the diet claim that it can help treat several health issues, but no research supports these claims.

[Written by Lizzie Streit, MS, RDN, LD on 26 August 2019
<<https://www.healthline.com/nutrition/carnivore-diet#downsides>>]

SOURCE B **ENVIRONMENTAL VEGETARIANISM**

As we have all started off saying, we are killing the environment. People have put their needs above the Earth's. This needs to be reversed in order to preserve our home. There is an ancient proverb that is important to keep in mind: "we do not inherit the earth from our ancestors, we borrow it from our children." Future generations are at risk to experience water scarcity, food contamination and shortages, soil erosion, and major deforestation. Pertaining to food shortages: heat waves, floods, and droughts have created many failures when it comes to food-producing nations like the United States and Ukraine. This leads to more drought resistant, genetically modified crops which are very unnatural and harmful to the body over time. The problems we create are not only harmful to the environment, but they will also be harmful to us if we don't change.

[<<https://sites.psu.edu/reedcivicissue/2019/02/13/environmental-vegetarianism>>]

SOURCE C **THE NUTRITION SOURCE**

It's important to note that millions of people worldwide, especially young children, don't get enough protein due to food insecurity. The effects of protein deficiency and malnutrition range in severity from growth failure and loss of muscle mass to decreased immunity, weakening of the heart and respiratory system, and death. However, it's uncommon for healthy adults in developed countries to have a deficiency, because there's an abundance of plant and animal-based foods full of protein. When we eat foods for protein, we also eat everything that comes alongside it: the different fats, fibre, sodium, and more. It's this protein "package" that's likely to make a difference for health. The evidence-based takeaway: eating healthy protein sources like beans, nuts, fish, or poultry in place of red meat and processed meat can lower the risk of several diseases and premature death.

[<<https://www.hsph.harvard.edu/nutritionsource/what-should-you-eat/protein/>>]

SOURCE D**FIVE WAYS THE MEAT ON YOUR PLATE IS KILLING THE PLANET****1 The environmental impact is huge**

Livestock farming has a vast environmental footprint. It contributes to land and water degradation, biodiversity loss, acid rain, coral reef degeneration and deforestation.

2 It requires masses of grain, water and land

Meat production is highly inefficient – this is particularly true when it comes to red meat. To produce one kilogram of beef requires 25 kilograms of grain – to feed the animal – and roughly 15 000 litres of water.

3 It hurts the global poor

Feeding grain to livestock increases global demand and drives up grain prices, making it harder for the world's poor to feed themselves. Grain could instead be used to feed people, and water used to irrigate crops.

4 It causes unnecessary animal suffering

If we accept, as many people do, that animals are emotional creatures whose needs and interests matter, then we should ensure these needs and interests are at least minimally met and that we do not cause them to suffer unnecessarily.

5 It is making us ill

High meat consumption – especially of red and processed meat – typical of most rich industrialised countries is linked with lifestyle diseases.

[26 April 2017 11.31 am SAST <<http://theconversation.com/five-ways-the-meat-on-your-plate-is-killing-the-planet-76128>>]

Total: 200 marks