



NATIONAL SENIOR CERTIFICATE EXAMINATION  
NOVEMBER 2018

## **HOSPITALITY STUDIES**

Time: 3 hours

200 marks

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### **PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY**

1. This question paper consists of 16 pages. Please check that your question paper is complete.
  2. Read the instructions for 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 in the multiple-choice Answer Sheet in 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 ... system, is a centralised system that assists restaurant employees to complete their daily tasks, e.g. food and beverage orders.

- A point-of-sales
- B kitchen management
- C front of house
- D back-office

1.2 The ... verifies the accuracy and completeness of guest and non-guest accounts against the departmental transaction reports.

- A reservations officer
- B front office cashier
- C night auditor
- D operational auditor

1.3 The market ... is/are goals that the entrepreneur sets for himself.

- A objectives
- B forces
- C segmentation
- D mix

1.4 ... is an example of a non-revenue generating area.

- A Room service
- B Security
- C Laundry
- D Bars

1.5 Establishments with "on-consumption" licenses are allowed to ...

- A serve liquor with an ordinary meal.
- B let guests remove open bottles from their premises.
- C serve liquor without an ordinary meal.
- D sell liquor to guests to consume in their rooms.

1.6 Menu engineering refers to data about ...

- A serving styles, colour and variety of food.
- B menu and nutritional value of ingredients.
- C sales volumes, cost and profit of each dish on the menu.
- D dietary needs, format and layout.

1.7 A characteristic of a formal dinner:

- A a minimum of fifty to one hundred guests.
- B an honorary meal.
- C used for breakfasts, luncheons and dinners.
- D held for smaller groups of people.

1.8 A characteristic of a banquet menu:

- A can consist of five, eight, nine or twelve courses.
- B presentation is simple and style of service informal.
- C presentation is elaborate and style of service formal.
- D served in the evenings only.

1.9 Tiny, bite-sized savoury snacks that consist of a base, topping and garnish are called ...

- A boucheés.
- B canapés.
- C barquettes.
- D croûtons.

1.10 ... are different kinds of raw vegetables served on a platter with a dip.

- A Crudités
- B Canapés
- C Croûtes
- D Croûtons

**[10]**

**QUESTION 2 MATCH THE COLUMNS**

Match the **pastry product** in **Column B** and a **characteristic** in **Column C** to the **type of pastry** in **Column A**. Write only the number, letter and Roman letter in your Answer Book.

For example: 2.6 J xi.

Column A Type of pastry		Column B Pastry product		Column C Characteristics	
2.1	Choux	A	Samoosas	i	Small with no cavity.
2.2	Phyllo	B	Mille feuilles	ii	Crumbly texture.
2.3	Shortcrust	C	Rumaki	iii	Delicate with light flaky layers.
2.4	Purr	D	Beignets	iv	Thick, tough crust.
2.5	Puff	E	Quiche	v	Made from flour and water.
		F	Brochettes	vi	Made from flour, water and eggs.
		G	Baklava	vii	Crisp with a cavity.
		H	Fritots	viii	Thin, crisp, flaky crust.

**[10]****QUESTION 3**

3.1 From the list below, select FOUR safe purchasing practices which need to be adhered to when doing online shopping. Write only the letters next to the number.

- A Click on any possible hyperlink.
- B Use the most recent version of your web browser.
- C Always use a secure web browser.
- D Do business with a wide variety of organisations.
- E Purchases should be made by credit card.
- F Use the oldest, most reliable web browser.
- G Make sure you are on the correct website.

**(4)**

3.2 In each of the following, select the ODD one out and provide a reason for your choice.

3.2.1 Refrigeration / Sterilisation / Pasteurisation

**(2)**

3.2.2 Tofu / Tatins / Tempeh

**(2)**

3.2.3 Brut / Demi-Sec / Charmat

**(2)****[10]**

<b>30 marks</b>
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**SECTION B****QUESTION 4**

Read the information below and answer the questions that follow.

4.1

**The biggest fast food franchises in South Africa in 2017**

Fast food franchise growth in South Africa has slowed over the past year, with the total number of chains declining year on year from over **4 841 stores in May 2016** to around **4 780 stores in May 2017**.

**KFC** still reigns supreme as South Africa's favourite fast food brand, with **840 stores** spread across the country. **Steers** holds onto its second place spot with **542 stores**, while **Wimpy** and **Debonairs** fight for third with **492** and **473** stores, respectively.

South Africa's new fast food and confectionery players continued their start in the country, with **Starbucks** now with **four open** stores, **Krispy Kreme** doubling up to **eight**, and **Dunkin Donuts** and **Baskin Robbins** with six outlets in the Western Cape as their starting point.

[Adapted: <<https://businesstech.co.za/news/lifestyle/173585/the-biggest-fast-food-franchises-in-south-africa-in-2017>>]

- 4.1.1 Explain the term "franchise". (2)
- 4.1.2 Identify TWO personality traits necessary for someone wanting to start up a franchise. (2)
- 4.1.3 Describe what is meant by a sustainable business. (3)
- 4.1.4 In your opinion, explain why the fast food franchise growth in South Africa has declined "from over 4 841 stores in May 2016 to around 4 780 stores in May 2017". (2)

4.2 Study the following advertisements and answer the questions that follow:



[Adapted: <<https://www.google.co.za/search/kfc>>

<<https://www.google.co.za/searchsteers+advertisement+family+meal>>]


4.2.1 Identify the target market for each advertisement. (2)

4.2.2 Evaluate the effectiveness of the written information on each advertisement. (4)

4.3 Draw a detailed mind map showing all the necessary information required in a business plan. (15)  
[30]

**QUESTION 5**

- 5.1 Examine the ingredients list for Kreme Doughnuts below and answer the questions that follow.

<b>Kreme doughnut recipe</b>	
<b>Time: 2 hrs 30 min</b> <b>Yield: 24 Doughnuts</b>  <u><b>Ingredients for doughnuts</b></u>  15 g yeast 60 ml water 355 ml lukewarm milk 120 ml sugar 5 ml salt 2 eggs 120 ml shortening 1 180 ml flour Canola oil	 <p>[Source: &lt;<a href="https://www.google.co.za/search/krispykremedoughnut">https://www.google.co.za/search/krispykremedoughnut</a>&gt;]</p>

- 5.1.1 Convert the following ingredients from millilitres to grams

120 ml sugar  
 120 ml shortening  
 1180 ml flour

using the conversion table below. Show all your calculations.

Ingredients	Conversion	Unit bought	Price per unit
250 ml sugar	200 g	2 kg	R41,99
250 ml shortening	230 g	500 g	R42,00
250 ml flour	120 g	2,5 kg	R30,99

(2)

(2)

(2)

- 5.1.2 Use the calculated conversions (Question 5.1.1) and calculate the price for each ingredient.

(6)

- 5.2 Use the information below to answer the question that follows.

Ingredients of the total recipe: R78,90
One chef @ R100 per hour
Overhead cost @ R25,00

Calculate the selling price of one doughnut if you want to make 50% nett profit.

(3)

- 5.3 5.3.1 Differentiate between a cocktail function and a finger lunch.

(4)

- 5.3.2 What is a "cocktail dînatoire".

(1)

**[20]**

**QUESTION 6**

6.1 Read the article below and answer the questions that follow.

**KFC responds, store closed until further notice after washing chicken on floor**

08 May 2015 – 17:09 by Bernice Maune

Full, uncooked chicken on a **bare, filthy brown floor** was seemingly washed down by **KFC staff** in two images which recently went viral.

In the two images, men can be seen using **a hose to stream large amounts of water** onto the chicken which is laid bare on the floor. The uncooked poultry pieces are contained in buckets in one image with blood and water streaming down the ground. The background looks like a warehouse where KFC deliveries are stored.

The store has been closed until further notice as KFC investigates.

[Source: <<https://www.timeslive.co.za/news/south-africa/2015-05-08-kfc>>]

6.1.1 Write out the acronym OHSA in full. (1)

6.1.2 Name FOUR practices that can be implemented by all staff to improve the poor hygiene standards. (4)

6.1.3 "The fast food store was closed until further notice."

List FIVE possible penalties KFC can face if they do not comply with the OHSA. (5)

6.2 6.2.1 Tuberculosis (TB) and Human Immunodeficiency Virus (HIV) are interrelated.

In a short paragraph explain this statement. (4)

6.2.2 Evaluate the accuracy of the following statement:

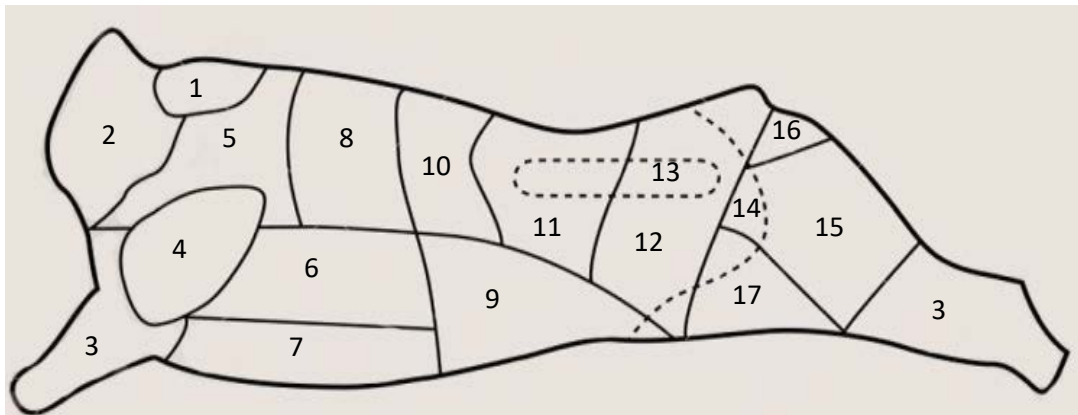
An HIV-positive food preparation staff member is not a health risk to any guest receiving food, but a staff member with TB is not allowed to work in a kitchen.

(6)  
**[20]**



**QUESTION 7**

- 7.1 Study the illustration of a beef carcass below and answer the questions that follow:



[Source: <<https://www.google.co.za/search?q=beef+carcass+cutsa>>]

- 7.1.1 Name the following meat cuts:

- (a) 14
- (b) 12
- (c) 6
- (d) 2

(4)

- 7.1.2 From the cuts, select the number that is used to make burger patties. (1)

- 7.2 7.2.1 Name and describe the process that takes place when meat is stored in the freezer in damaged packaging. (3)

- 7.2.2 Explain the correct method for thawing the patties and why this is necessary. (2)

- 7.3 List THREE advantages of using soya mince in burger patties. (3)

- 7.4 Provide THREE reasons why people choose to follow a vegetarian lifestyle. (3)

- 7.5 Describe the following vegetarian products:

- 7.5.1 Miso (2)

- 7.5.2 Hummus (2)

**[20]**

**QUESTION 8**

Consider the desserts below on Mugg & Bean's menu and answer the questions that follow.

		
(A) Lemon Meringue	(B) Chocolate Mousse	(C) Crème Caramel

[Source: <<https://www.google.co.za/desserts/midstream/muggandbean>>]

- 8.1 Classify the desserts. Write only the letter and classification. (3)
- 8.2 Discuss TWO factors that will influence the foaming ability of the egg white when preparing the meringue. (2)
- 8.3 Differentiate between a chocolate mousse, Bavarian cream and chiffon, with reference to the use of eggs. (3)
- 8.4 Crème brûlée and crème caramel are similar. What is the main difference? (2)
- 8.5 Briefly describe the three-phase process of using powdered gelatine in preparing chocolate mousse. (6)
- 8.6 Shortcrust pastry is used for the shell of the lemon meringue. Explain the following processes used when preparing this shell:
- 8.6.1 Docking (2)
- 8.6.2 Blind baking (2)
- [20]**

**QUESTION 9**

- 9.1 Name the class of wine that matches each of the descriptions below.
- A Alcohol is filtered; less than 1% remains.
  - B Carbon dioxide bubbles injected into wine.
  - C Grapes fermented and nothing is added.
  - D Spirits are added to wine to stop the fermentation process. (4)
- 9.2 Briefly describe the following processes involved in wine making:
- 9.2.1 Pressing (2)
  - 9.2.2 Fermentation (3)
- 9.3 State the importance of the following information that appears on a wine label:
- 9.3.1 Cultivar (2)
  - 9.3.2 Harvest year (2)
  - 9.3.3 Producer (2)
  - 9.3.4 Authenticity seal (2)
  - 9.3.5 Flavour description on the back label (2)
- 9.4 State the volume of a "shot". (1)
- [20]**

**QUESTION 10**

- 10.1 Give FOUR advantages of preserving food. (4)
- 10.2 Name the ingredient in oranges that contributes to the jelly-like consistency during jam making. (1)
- 10.3 Name the natural preservative used in the preparation of jam. (1)
- 10.4 List FOUR specifications to consider when selecting the correct container to bottle jam. (4)
- [10]**

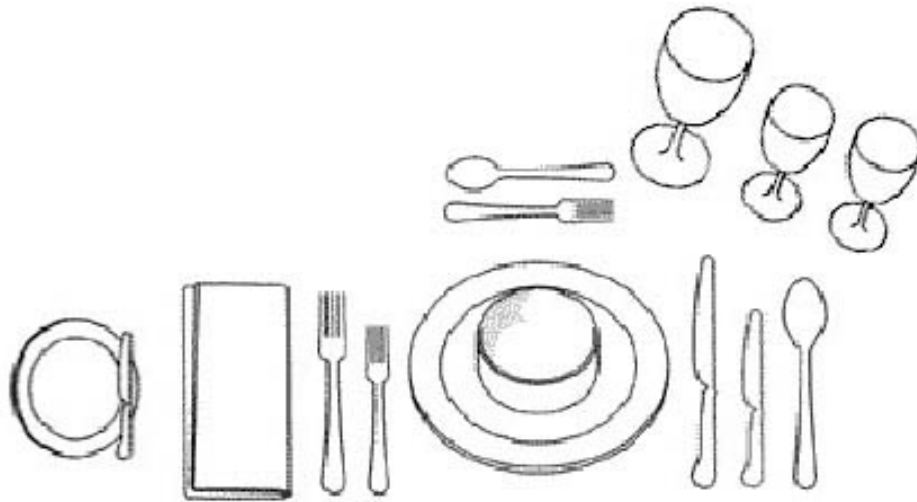
**QUESTION 11**

11.1 Food service staff needs to look professional.

Describe how this can be achieved.

(3)

11.2 Study the cover below and answer the questions that follow:



[Source: <<https://www.google.co.za/table/setting>>]

(a) Identify the type of menu offered. Motivate your choice.

(2)

(b) List the correct order of the courses that will be served.

(5)

**[10]**

<b>150 marks</b>
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**SECTION C****QUESTION 12**

Consider the following statements:

**FAST FOOD – The reason for health issues!**

**FAST FOOD – The manageable food source for the modern person**

Using the Source material A–D provided below 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 experience into your argument.

**SOURCE A                      SOUTH AFRICAN FAST FOOD MEALS FOR KIDS AMONG THE MOST UNHEALTHY IN THE WORLD**

KFC South Africa's kids chicken burger has one of the highest salt contents in the world, packing 2,91 grams of salt in a single meal – over half the daily recommended salt intake for an adult.

The study found that children are being served worryingly high amounts of salt by popular fast food chains – with 82% (134 of 163) of meals containing more than 1g of salt.

**Top 5 most salt-loaded kids meals**

#	Meal	Country	Salt per meal (grams)
1	KFC Popcorn Nuggets Kids Meal	Costa Rica	5,34
2	Burger King Cheeseburger	Colombia	4,82
3	McDonald's Mc Crispy Chicken	Costa Rica	4,81
4	KFC Popcorn Nuggets Kids Meal	United States	4,28
5	KFC Chicken Little Kids Meal	United States	4,23

"All children, regardless of where they are from, should be able to enjoy the occasional meal out, as a treat, without putting their health at risk."

[Source: <<https://businesstech.co.za/news/lifestyle/96199/south-african-fast-food-meals-for-kids-among-the-most-unhealthy-in-the-world/>>]

**SOURCE B                    SA'S CHILDREN EAT TOO MUCH JUNK FOOD, SAYS  
DISCOVERY**

25 May 2017 – 05:01 Tamar Kahn

South African children eat too much junk food, spend too much time in front of screens and do not get enough exercise, putting them at risk of a host of life-threatening diseases in later life, according to a study released on Wednesday by Discovery Health.

The government was introducing sound policies to improve children's nutrition, such as a tax on sugar-sweetened beverages, but parents, schools and communities could do much more, Lambert said.

Many children are not getting nutrient diversity in their diets, which are often heavy on cheap carbohydrates and low on fruit and vegetables, said the report.

[Source: <<https://www.businesslive.co.za/bd/national/health/2017-05-25-sas-children-eat-too-much-junk-food-says-discovery/>>]

**SOURCE C                    FAST FOOD: THE HEALTHY CHOICES**

21 April 2014

**Takeouts are blamed for obesity and diabetes – but here are some you can eat without worrying.**

Fast food is generally an unbalanced way of eating. Most people opt for bread, chips, pizza, processed meats, cheese and fried products, Aginsky says. They tend to be low in fibre and high in salt, increasing the risk of high blood pressure, heart disease, diabetes, cancer and strokes.

Limit takeaways to once a week or once every two weeks – and opt for a healthy meal.

What makes a fast-food meal unhealthy is its high kilojoule, fat and salt content. You become very thirsty in response to the high salt content of fast foods, which is why you tend to drink sweet cool drinks with them.

[Source: <<https://www.news24.com/You/Archive/fast-food-the-healthy-choices-20170728-2>>]

**SOURCE D THE HEALTHIEST FAST FOOD MEALS IN SOUTH AFRICA**

Nearly every fast food chain, from McDonald's to KFC, lists healthy meal options on their menus, and at worst would wipe off 22% of the daily required kilojoule intake of an adult.

**McDonald's:** Order one solitary McDonald's hamburger – at 1,092 kJ per burger. These are the healthiest available, as long as you have nothing else with it.

**Nando's:** Introduced the Vitality meal, which is as filling as it is lean. It comes with a grilled chicken breast, braaied mielie and a regular Portuguese salad.

**Steers:** Chicken is the way to go. While the home of the King Steer Burger has smaller "Get Real" burger options available, these are the burgers used in kids meals, so we chose the standard burgers.

**Debonairs:** The healthiest pizza available at Debonairs is the "real deal" (small) vegetarian pizza. Not bad for the franchise that offers South Africa's most calorie-packed meal for one.

**Burger King:** Burger King's healthiest option is also of the chicken variety – the Tendergrill chicken burger.

**KFC:** Known for its greasy deep fried chicken goodness, has the healthy eater at heart. A grilled chicken burger.

**Wimpy:** The healthiest "meal" on the Wimpy menu is a Greek Salad. But because we're excluding salads, the grilled chicken mayo wrap, is the healthiest option. A toasted ham, cheese and tomato is actually healthier but comes with a full portion of chips (over 1,800 kJ).

**Roman's Pizza:** The vegetarian pizza option is the healthiest at this franchise. Roman's small vegetarian pizza is the heaviest "healthy" meal out of all the franchises listed.

[Source: <<https://businesstech.co.za/news/lifestyle/100574/the-healthiest-fast-food-meals-in-south-africa/>>]

**Rubric to mark Section C Question 12**

	<b>0–1 mark</b>	<b>2 marks</b>	<b>3 marks</b>	<b>4 marks</b>	<b>Mark Allocated</b>
<b>Use of sources</b>	Makes superficial reference to one or more sources.	A few appropriate references made to sources.	Several and appropriate references made to sources.	Makes full use of the sources.	<b>4</b>
<b>Use of own knowledge</b>	Some relevant facts given beyond the sources to support argument.	Some relevant facts given beyond the sources to support argument. AND Integrated into the argument.	Many relevant facts given beyond the sources to support argument.	Many relevant facts given beyond sources to support argument. AND Integrated into argument well.	<b>4</b>
<b>Content Relevance</b>	Essay is not about the statements regarding fast food.	Discusses fast food but superficial or no reference to health implications.	Discusses statements referring to ingredients of fast food, health implications and some examples.	Discusses statements thoroughly referring to ingredients of fast food and range of health implications (diseases and allergies), giving relevant examples.	<b>4</b>
<b>Quality of argument</b>	Writing consists of facts with little linkage or reasoning.	Reasoning correct but hard to follow. Some linkage evident.	Supports the position. Reasoning is clear. Minor errors in flow. Linkage sometimes missed.	Strongly supports a clear position. Reasoning is very clear and succinct. Flow is logical, showing evidence of clear understanding.	<b>4</b>
<b>Fairness, i.e. argument against</b>	One counter opinion given.	At least two counter opinions given.			<b>2</b>
<b>Presentation</b>	Tone is consistent. Good and appropriate language. Mostly appropriate paragraphing. Introduction and conclusion have merit.	Tone mature. Excellent and appropriate use of language. Correct paragraphing with good transitions. Interesting introduction, satisfying conclusion.			<b>2</b>

<b>20 marks</b>
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**Total: 200 marks**