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TOTAL MARKS

NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2024

HOSPITALITY STUDIES

EXAMINATION NUMBER

Time: 3 hours 200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 36 pages. Please check that your question paper is complete.
2. Read the instructions for each question carefully and ensure that you comply.
3. **Answer ALL the questions on the question paper and hand it in at the end of the examination. Remember to write your examination number in the space provided.**
4. Calculators may be used.
5. It is in your own interest to write legibly and to present your work neatly.
6. One blank page (page 36) is included at the end of the paper. If you run out of space for a question, use this page. Clearly indicate the number of your answer should you use this extra space.

FOR OFFICE USE ONLY: MARKER TO ENTER MARKS

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	TOTAL
Mark												
Marker Initial												
Moderated Mark												
Moderator Initial												
Question Total	**10**	**8**	**12**	**25**	**20**	**10**	**15**	**30**	**25**	**25**	**20**	**200**
Remark												
Initial												
Code												

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SECTION A

QUESTION 1 MULTIPLE CHOICE

Indicate the most correct answer by writing the letter of the alternative you have chosen in the space provided at the bottom of each page.

1.1 E-mails, websites, and cell phones used to market products are ___ marketing tools.

A audio
B visual
C electronic
D audio-visual

1.2 A programme used to achieve a qualification while working for an employer.

A Scholarship
B Partnership
C Sponsorship
D Learnership

1.3 Arrange the steps of preparing choux pastry in the correct order.

			
1 Add the eggs one by one.	2 Allow the mixture to cool.	3 Melt the butter in boiling water.	4 Pipe/spoon mixture onto a baking sheet.

[Source: <https://www.womensweeklyfood.com.au/>]

A 1, 2, 3, 4
B 3, 2, 1, 4
C 2, 1, 3, 4
D 3, 4, 2, 1

1.4 The initial baking temperature for choux pastry products is ___ °C.

A 160–180
B 180–190
C 200–220
D 230–240

1.1	1.2	1.3	1.4

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1.5 An example of a dish prepared from non-laminated pastry.

A Turnovers
B Barquettes
C Palmiers
D Baklava

1.6 ___ is the enzyme in raw pineapple that prevents a gelatine mixture from setting.

A Ficin
B Bromelin
C Papain
D Casein

1.7 A soya product, used as a substitute for meat, is known as textured vegetable ____.

A protein
B powder
C plant
D pulse

1.8 In the event of a severe fire in a restaurant kitchen, the first step will be to ___.

A immediately evacuate and help guests to safety
B quietly smother the fire with a wet cloth
C open all doors and switch off all equipment
D apologise to the guests and ask them to remain seated

1.9 A revenue generating area within an accommodation establishment includes ___.

A the front office
B Human Resources
C guest and function rooms
D the finance department

1.10 Crumbing down should take place after the ___.

A dessert
B bread service
C main course
D starter

1.5	1.6	1.7	1.8	1.9	1.10

[10]

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QUESTION 2 MATCH THE COLUMNS

Match the **preservation method** in COLUMN A to the **description** in COLUMN B and to the **product** in COLUMN C. Write only the letter (A–F), and the Roman numeral (i–v) next to the question numbers in the space provided at the end of the question.

COLUMN A Preservation method	COLUMN B Description	COLUMN C Product
2.1 Chemical additives 2.2 Dry curing 2.3 Pickling 2.4 Drying	A Removing and reducing the amount of water in a food product. B Used to crystallise fruit. C The cure is rubbed into the food product by hand. D Cover food in vinegar, boil, and seal in a container. E Benzoic acid is used to inhibit the growth of mould, yeast, and certain bacteria. F High temperatures are used, followed by the sealing of containers to prevent recontamination of food.	(i)  [<https://www.chefsteps.com/>] (ii)  [<https://www.thesouthafrican.com/>] (iii)  [<https://www.thekitchn.com/>] (iv)  [https://luckystar.co.za/] (v)  [<https://www.epicurious.com/>]

2.1	2.2	2.3	2.4

[8]

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QUESTION 3

3.1 Select the **ODD ONE OUT** and provide a **reason** for your choice.

3.1.1 Sauvignon Blanc / Cabernet Sauvignon / Shiraz

_____

_____

(2)

3.1.2 Rock shandy / Bloody Mary / Shirley Temple

_____

_____

(2)

3.2 Select THREE items of information from the list below that will be found on the front label of a wine bottle. Circle your letters (A–F) of choice.

A Cultivar
B Serving temperature
C Producer
D Barcode
E Harvest year
F Health warning (3)

3.3 Provide the correct term for the following.

3.3.1 Wine from which the alcohol has been removed before it is bottled.

_____ (1)

3.3.2 A sweet wine that is served after a meal.

_____ (1)

3.3.3 The Act that regulates the sale of alcohol.

_____ (1)

3.3.4 Wines that are made by adding more alcohol to the wine.

_____ (1)

3.3.5 The wine making process that traps large carbon dioxide bubbles formed through a second fermentation process.

_____ (1)

[12]

30 marks

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SECTION B

QUESTION 4

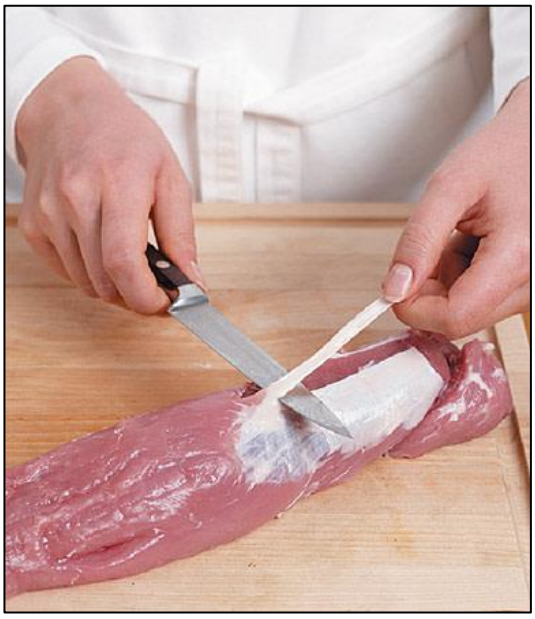
Study the images (A & B) and the picture (C) below and answer the questions that follow.

Image A: Stroganoff



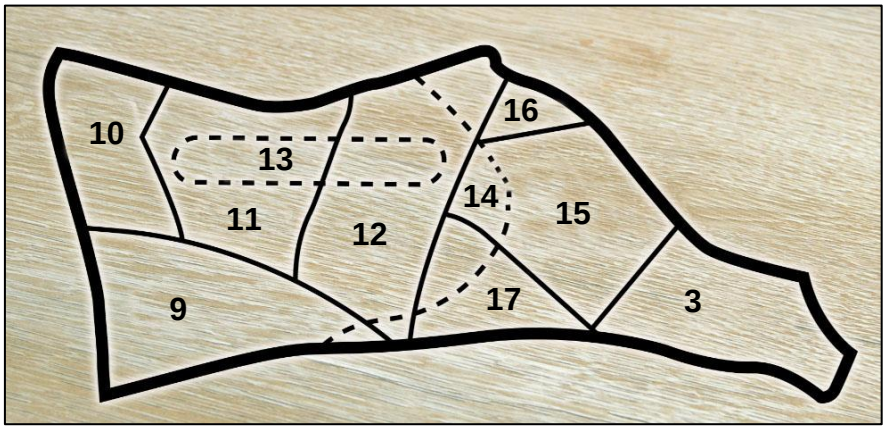
[Source: <https://saltedmint.com/>]

Image B: Preparation technique



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

Picture C: Carcass



[Source: Le Roux, F. et al. (2013) Hospitality Studies Grade 12. Master Books]

4.1 Name the type of meat and the quarter in Picture C.

_____

(2)

4.2 What meat cut will be **most** suitable for the Stroganoff (Image A)? Write down the name and the number from the carcass (Picture C).

Name	Number

(2)

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4.3 4.3.1 Name the preparation technique used for the meat in Image B.

(1)

4.3.2 Why is this preparation technique applied in Image B?

(2)

4.4 Would the Stroganoff be suitable for a Jewish customer? Give TWO reasons for your answer.

(3)

4.5 The meat in Image B was prepared to medium-doneness.

4.5.1 Describe the effects of heat during the cooking process of the meat.

(3)

4.5.2 The outcome of medium-doneness will be (mark your choice with a cross):

Bright red centre with red juices	
Light pink centre with clear juices	
Hot pink centre with pink juices	

(1)

4.6 Differentiate between the two methods of ageing meat.

Wet ageing: _____

_____

_____

(2)

Dry ageing: _____

_____

_____

_____

_____

(4)

4.7 *The meat cut in Image B does not require ageing.*

Give a reason for this statement.

_____

_____

_____

_____

(1)

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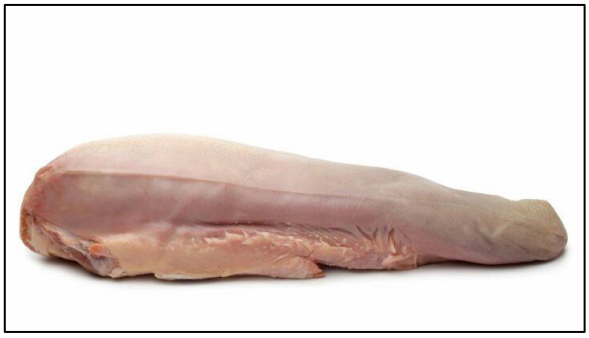
Study the images below and answer the questions that follow.

A – Lamb's liver



[Source: <https://bresnans.ie/>]

B – Beef tongue



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

C – Oxtail



[Source: <https://en.wikipedia.org/>]

D – Veal heart



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

4.8 Identify the item that is best suited for the following dishes.

4.8.1 Soups and stews.

_____

(1)

4.8.2 Served sliced as cold meat.

_____

(1)

4.8.3 Pan-fried or sautéed.

_____

(1)

4.8.4 Filled with a stuffing.

_____

(1)

[25]

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QUESTION 5

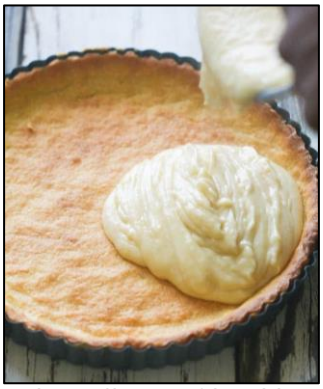
The 27th of February is National Milk Tart Day in South Africa. Milk tart can be made using pâte feuilletée or pâte sucrée.

Pâte feuiletée



[Source: <https://www.foodformzansi.co.za/>]

Pâte sucrée



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

5.1 List the quality characteristics of both types of pastry.

Pâte feuiletée	Pâte sucrée
(4 × 1)	(4 × 1)

(8)

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5.2



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

5.2.1 Name the technique depicted in the picture above.

_____

_____

(1)

5.2.2 Why is this technique applied?

_____

_____

(1)

5.2.3 Why is the pastry 'blind baked' before it is filled with the milk tart filling?

_____

_____

_____

_____

_____

(3)

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5.3

Choux pastry, or pâte à choux, is a delicate pastry dough used in many pastries. The basic ingredients are butter, water, flour, and eggs.

5.3.1 Name THREE baked, sweet choux pastry products.

1. _____

2. _____

3. _____

(3)

5.3.2 Give FOUR possible reasons for collapsed choux pastry products.

_____

_____

_____

_____

_____

_____

_____

_____

(4)

[20]

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QUESTION 6

In an apocryphal story, Mary, Queen of Scots, suffered from seasickness. Her doctor concocted a sugary orange mixture to make her feel better and marmalade was born. In this story, the name marmalade comes from 'Marie est malade', which translates into 'Mary's illness'.

[Source: <https://en.wikipedia.org/>]

6.1 Is marmalade a jam or a jelly? Motivate your choice.

(3)

6.2 Why are the bottles sterilised by boiling them and then drying them in the oven?

(1)

6.3 You prepare a variety of jellies that can be served as dessert. You also include a jelly suitable for vegetarians.

6.3.1 Name a type of gelatine suitable for vegetarians.

(1)

6.3.2 Explain the hydration of powdered gelatine used for the jellies.

(3)

6.3.3 Suggest TWO methods of successfully unmoulding jellies.

(2)
[10]

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QUESTION 7

Dessert A: Malva pudding with crème anglaise



[Source: <https://www.instantpot.co.za/>]

Dessert B



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

7.1 Identify Dessert B.

_____

(1)

7.2 Compare the above desserts according to classification, cooking method and description.

	Dessert A: Malva pudding	Dessert B
Classification		
Cooking method		
Description		

(6)

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7.3 Crème anglaise (Dessert A) can also be used as the base for a Bavarian cream (bavarois).

7.3.1 Describe crème anglaise.

(3)

7.3.2 Distinguish between these THREE classic Bavarian desserts that are set in a Charlotte mould.

Charlotte Russe

(1)

Charlotte Royale

(1)

Charlotte Muscovite

(1)

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7.4 *Couverture chocolate is often considered to be of better quality than regular chocolate.*

Compare the cocoa butter content of both types of chocolate to substantiate this statement.

(2)
[15]

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QUESTION 8

Read the case study below and answer the questions that follow.

South Africa is a popular spot for travellers who want genuine experiences due to its diverse culture and beautiful scenery. Ubuntu Boutique Hotel, created by friends Tylor, Jordan, and Riley, is a place that celebrates South Africa's lively heritage while offering top-notch service and accommodation.

The hotel's goal is to redefine luxury hospitality by blending South African culture, hospitality, and food. Located in a historic part of Cape Town, it will have carefully designed rooms, local decor, and special experiences highlighting the country's traditions, art, and cuisine.

With more people wanting authentic and inviting travel experiences in South Africa, Ubuntu Boutique Hotel caters to travellers who seek a deeper connection to the destination, like those interested in culture, art, food, and unique adventures.

[Source: <https://chat.openai.com/>]

8.1 Discuss any 4 Ps from the marketing mix that should be considered when marketing Ubuntu Boutique Hotel.

(8)

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8.2 To set up and run a successful business, the three friends need to compile a business plan. Assist them by completing the following for their business plan.

8.2.1 Cover page

(2)

8.2.2 Business description

(4)

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

8.3 Assess the Instagram advertisement displayed above with regards to the guidelines required for creating electronic visual marketing material.

(4)

8.4 List FOUR responsibilities of the marketing manager of Ubuntu Boutique Hotel.

(4)

8.5 Indicate THREE benefits of using computers in a food and beverage service area.

(3)

8.6 Explain how the three friends can grow and develop their business with regards to:

8.6.1 Honesty

(1)

8.6.2 Respect

(1)

8.7 Professional appearance and hygiene are vitally important in any hospitality establishment.

Explain to Tylor, Jordan, and Riley what they should do to meet this expectation.

(3)
[30]

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Study the menu below to answer Questions 9 and 10.

QUESTION 9

Depending on availability from local markets, guest preferences and time of year, the chef at the Ubuntu Boutique Hotel creates a new three-course dinner menu for every night of the week.

Ubuntu Boutique Hotel Menu

Dinner

SMOKED GARLIC MUSSELS
Mussels served in the shell, smothered in a smoked garlic and white wine sauce and served with baked bread, crispy onion, and bacon soil.
xxx

SHISA NYAMA
Matured beef chuck served on quenelles of pap and spinach morogo, crispy chickpeas, accompanied with tomato sheba and brown beef jus.

OR

GOURMET RISOTTO
Lentil risotto topped with sundried tomato, crisp onions and a mushroom and tomato broth.
xxx

CARROT CAKE
Served with pineapple jelly, candied carrots, pumpkin seeds and citrus crème fraîche.

26 April 2024

9.1 Identify the beans and seeds used in the menu. Write only A–D next to the correct name.



A



B

[Source: https://shreejifoods.in//>]



C



D

[Source: <https://www.naturaloptions.co.za/>]

9.1.1 Chickpeas

_____ (1)

9.1.2 Lentils

_____ (1)

9.1.3 Pumpkin seeds

_____ (1)

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9.2 Recommend whether this menu will be suitable for a lacto-ovo vegetarian. Refer to the starter, main course, and dessert in your answer.

(3)

9.3 Suggest how nuts can be incorporated into this menu.

(2)

9.4 A guest's immune system may respond negatively to a specific food due to an intolerance or allergy. Distinguish between these reactions.

(4)

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9.5 Calculate the cost of each ingredient for the smoked garlic and white wine sauce.

Ingredient	Amount used	Purchase unit	Purchase price	Cost of ingredients used
Garlic cloves	5	–	–	R3,75
Onion	1	–	–	R3,17
Dried thyme	2,5 ml	100 ml	R30,00	
Cream	250 ml	1 litre	R85,00	
Vegetable stock	180 ml	10 litre	R50,00	
Flour	20 g	2,5 kg	R43,00	
Olive oil	60 ml	750 ml	R220,00	
White wine	250 ml	3 litre	R145,00	

(6)

9.6 Calculate the total menu cost.

THREE-COURSE DINNER	DATE: 26 April 2024	
Mussels	R41,95	
Matured beef chuck **OR** Lentil risotto	R98,25	
Carrot cake	R45,58	
CALCULATION		(1)
TOTAL MENU COST	**R**_____	(1)

9.7 Calculate the selling price per person.

TOTAL FOOD/MENU COST	
OVERHEAD COSTS AT 30% OF FOOD COST	(1)
LABOUR AT 20% OF FOOD COST	(1)
SUBTOTAL	(1)
PROFIT AT 50%	(1)
TOTAL	(1)

[25]

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QUESTION 10

Tylor, Jordan, and Riley will be hosting a wedding at their newly established boutique hotel. There will be 60 guests.

10.1 Will this wedding be a formal dinner or a banquet? Give TWO reasons for your answer. Mark your choice with a cross in the block.

Formal dinner		Banquet	

(3)

10.2 Evaluate the suitability of the menu, if the wedding will be held in December.

(3)

10.3 The wedding party request appetisers to be served upon arrival at the venue. What recommendations will you give the chef with regards to the planning and preparation of these appetisers?

(5)

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10.4 Non-alcoholic beverages are served at the wedding. Riley instructs the waiter that ice should not be added to the mineral water unless requested.

10.4.1 Give THREE reasons for Riley's instruction to the waiter.

(3)

10.4.2 Name TWO mixing methods that can be used to prepare non-alcoholic cocktail beverages.

(2)

10.5 Ubuntu Boutique Hotel will provide a cash bar for the guests at the wedding reception.

State FOUR general requirements of an on-consumption liquor licence.

(4)

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10.6 Create clear guidelines for the service staff on how to effectively handle customer complaints.

(5)
[25]

150 marks

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SECTION C

QUESTION 11

Consider the following statement.

'The consumption of improperly preserved food is directly linked to an increased risk of food-borne diseases, as inadequate preservation methods can facilitate the growth of harmful microorganisms and lead to contamination, posing serious health hazards to consumers.'

Using the source material provided as well as your knowledge and experience, discuss your opinion on the statement in the form of a 1–1½ page essay. This question will be marked according to the rubric on page 28.

To answer the question, you are expected to:

- Read the source material carefully.
- Take a definite stand on the statement.
- Present a debated argument. Use relevant information from sources A–C as well as your knowledge of Hospitality Studies to support your point of view.
- Arrange the information to best develop your argument.
- In your essay, ensure that you have discussed at least four different facts from the sources.

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	0 marks	1 mark	2 marks	3 marks	4 marks	Possible mark (20)
Use of sources	No reference to sources.	Reference made to one source only.	References made to 2 sources.	References made to 3 sources.	Source detail very close to full potential.	4
Quality of content	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. X2	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.	Writing consists of facts with little linkage or reasoning. Reasoning incorrect.	Maximum if no clear stand taken. Reasoning correct but hard to follow. Ordinary: 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. Compelling with regular linkage. Well-integrated argument.	4

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SOURCE A FOOD ADDITIVES

Many different food additives have been developed over time to meet the needs of large-scale food processing. Additives are added to ensure processed food remains safe and in good condition throughout its journey from factories or industrial kitchens to warehouses and shops, and finally to consumers. Additives are also used to modify the sensory properties of foods including taste, smell, texture, and appearance.

Food additives can be derived from plants, animals, or minerals, or they can be chemically synthesized. There are several thousand food additives used, all of which are designed to do a specific job.

WHO (World Health Organisation), in cooperation with the Food and Agriculture Organisation of the United Nations (FAO), is responsible for assessing the risks to human health from food additives.

[Source adapted from: <https://www.who.int/news-room/fact-sheets/detail/food-additives>]

SOURCE B THE CRITICAL ROLE OF CONSUMERS IN THE PREVENTION OF FOODBORNE DISEASES

Food-borne diseases continue to be a big problem for economies and public health systems worldwide. Despite efforts to improve food safety in the production process, these diseases still affect many people globally.

The World Health Organisation found that about 600 million people, nearly 1 in 10, get sick from contaminated food each year, and around 420,000 die. Those most at risk are people over 60, children under 5, pregnant women, and those with weak immune systems.

Studies show that most food-borne illnesses happen at home because people don't handle food properly.

There's more concern about these risks now due to changes in lifestyles and increased awareness about health and product safety. People are also eating more pre-cooked and ready-to-eat foods, which need careful handling.

People often don't realise the risks because they can't see things like bacteria and chemicals without special tools.

[Source adapted from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8997423/>]

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SOURCE C IMPORTANT TO REDUCE THE RISK OF ANOTHER LISTERIOSIS OUTBREAK

Ensuring food safety and handling food properly throughout the entire process of production is crucial to prevent contamination and the spread of diseases like listeriosis in South Africa.

Dr. Rebone Moerane, head of the University of Pretoria's Department of Production Animal Studies, led a study in 2019 and 2020. The study examined how common the food-borne bacteria *Listeria monocytogenes* was in beef and beef products from certain abattoirs and retailers in Gauteng, Mpumalanga, and Northwest provinces.

Listeriosis is a serious illness that can be life-threatening, especially for pregnant women, potentially causing miscarriage or stillbirth. Most cases come from eating ready-to-eat foods, and the risk of getting sick goes up with more exposure to the bacteria. *Listeria* can survive and grow even in cold temperatures used to keep food fresh.

Dr. Moerane emphasises the importance of educating the public about food-borne illnesses like listeriosis and improving hygiene practices throughout the food production process. This includes thorough cleaning and disinfection in abattoirs, along with regular monitoring for bacteria by the owners.

[Source adapted from: <https://www.farmersweekly.co.za/agri-news/south-africa/important-to-reduce-the-risk-of-another-listeriosis-outbreak/>]

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20 marks

Total: 200 marks

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ADDITIONAL SPACE (ALL QUESTIONS)

REMEMBER TO CLEARLY INDICATE AT THE QUESTION THAT YOU USED THE ADDITIONAL SPACE TO ENSURE THAT ALL ANSWERS ARE MARKED.

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