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**TOTAL
MARKS**

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INTERNATIONAL SECONDARY CERTIFICATE EXAMINATION
NOVEMBER 2024

HOSPITALITY STUDIES

EXAMINATION NUMBER

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Time: 3 hours

200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 30 pages and an Insert of 3 pages (i–iii). Please check that your question paper is complete. Remove the Insert from the middle of the question paper.
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 above.**
4. Calculators may be used.
5. It is in your own interest to write legibly and to present your work neatly.
6. Two blank pages (page 29–30) are included at the end of the question paper. If you run out of space for a question, use these pages. Clearly indicate the question 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	Q12	TOTAL
Mark													
Marker Initial													
Moderated Mark													
Moderator Initial													
Question Total	10	10	10	31	16	10	16	10	10	15	22	40	200
Re-mark													
Initial													
Code													

SECTION A**QUESTION 1 MULTIPLE CHOICE**

Answer the questions below. Write the letter of the correct answer in the spaces provided at the bottom of each page.

Use the pictures below to answer Questions 1.1–1.4.

A	B	C	D
			
<i>Peanuts</i>	<i>Flaxseeds</i>	<i>Cashew nuts</i>	<i>Sunflower seeds</i>

[Source: <<https://nuts.com>> and <<https://www.amazon.com>>]

1.1 The skin of this product is toxic if eaten.

- A
- B
- C
- D

1.2 This product is an excellent antioxidant and is high in vitamin E.

- A
- B
- C
- D

1.3 ____ are classified as legumes.

- A
- B
- C
- D

1.4 ____ should not be eaten whole as they are not digestible.

- A
- B
- C
- D

1.5 Dishes that are prepared from phyllo pastry include:

- A turnovers and palmiers
- B mille feuilles and strudel
- C hertzoggies and bouchees
- D baklava and spanakopita

1.1	1.2	1.3	1.4	1.5

1.6 A ... plan is a document that outlines the resources and processes to achieve business goals.

- A marketing
- B business
- C operational
- D staffing

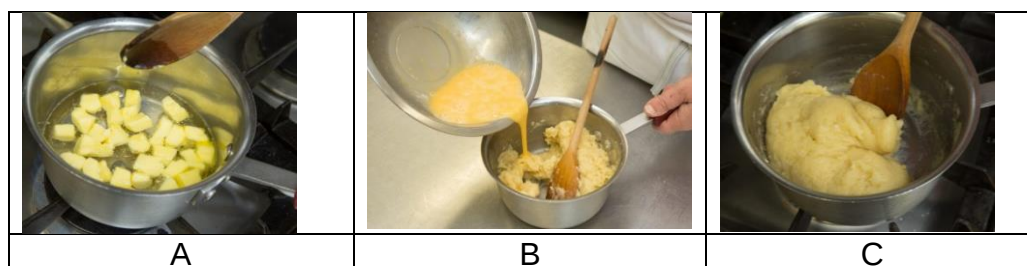
1.7 The ... method is used to produce sparkling wine by fermentation in the bottle.

- A Cap classique
- B carbonated
- C Champagne
- D Charmat

1.8 Overhead costs of a catering business may include the following

- A property rent and marketing
- B salaries of hired staff and tax
- C fuel for generators and ingredients
- D wages for delivery person and wifi

Refer to the images below to answer Questions 1.9 and 1.10.



[Source: <<https://entcs.co.uk/>>]

1.9 The pastry being prepared is ...

- A puff
- B rough puff
- C choux
- D shortcrust

1.10 The product is initially baked at a high temperature to ...

- A form the cavity
- B initiate coagulation
- C to produce enough heat
- D give it a golden-brown colour

1.6	1.7	1.8	1.9	1.10

[10]

QUESTION 2 MATCH THE COLUMNS

Match the beef cut in column A to the name in column B and to the most suitable use in column C. Write only the letters (A–G) and the Roman number (i–vii) in the space provided below.

COLUMN A	COLUMN B Name of cut		COLUMN C Use	
2.1 → 3 2.2 → 15 2.3 → 12 2.4 → 8 2.5 → 4	A	Bolo	i.	Club steak
	B	Silverside	ii.	Kebabs
	C	Prime rib	iii.	Rump steak
	D	Shin	iv.	Short-ribs
	E	Brisket	v.	Osso bucco
	F	Rump	vi.	Minute steak
	G	Chuck	vii.	Biltong

	2.1	2.2	2.3	2.4	2.5
Column B					
Column C					

[10]

QUESTION 3

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

3.1.1 Bavaois / Blancmange / Panna cotta

(2)

3.1.2 Bouchées / Vol au vents / Barquettes

(2)

3.1.3 Venison / Tripe / Sweetbreads

(2)

3.2 From the list below, select FOUR items that will negatively affect the setting properties of gelatine products. Indicate your choices by making a cross over the appropriate letters (A–G).

A	Red wine vinegar
B	Cooked pineapple
C	Chopped pork sausage
D	Double thick yoghurt
E	45% of the volume consists of Amarula
F	Fresh figs in season
G	Whipped egg whites

(4)
[10]

30 marks

SECTION B

Refer to the menus below to answer Questions 4, 5, 6, 7, and 8.

A


Formal Dinner
21 February 2023

Amuse bouche:
Parmesan cups with an orange and pine nut salad

Starter:
Garlic lemon baked tilapia

Lime and lemongrass sorbet

Main:
Chateaubriand with a red wine reduction
Macadamian couscous

OR

Githeri (v)

Dessert:
Sweet potato coconut pudding topped with
marshmallow fluff and crème anglaise

B


Dinner
21 February 2023

Starter:
Zucchini hummus and piccalilli with chapati

Main:
Sweet and sour pork ribs with vegetable rice and a
cucumber and radish salad

Dessert:
Jackfruit and coconut crème brûlée

Coffee/Tea

Terms box:

Chapati – pan baked unleavened flat bread

Picalilli – a relish of chopped and pickled vegetables and spices

Tilapia – freshwater fish

Githeri – A traditional dish of maize and legumes boiled together

Jackfruit – The largest tree fruit with flavours of mango, pineapple and banana

QUESTION 4

4.1 4.1.1 Define the term 'amuse bouche' in Menu A.

(2)

4.1.2 Why is sorbet served after the starter on Menu A?

(1)

4.2 Complete the table below to distinguish between a formal dinner and a banqueting dinner.

	Formal dinner	Banqueting dinner
Number of guests		
Number of courses		

(4)

4.3 Suggest an alternative to the main meat courses in each of the menus to make them suitable for:

4.3.1 Pollo-pescatarian guests.

(2)

4.3.2 Lacto-ovo vegetarian guests.

(2)

4.4 A guest experiences bloating and diarrhoea 48 hours after enjoying the dinner from Menu B.

4.4.1 This could be a sign of a/an:
(Mark your choice with a cross)

Allergy	
Intolerance	

(1)

4.4.2 Identify an item from Menu B that could have caused these symptoms.

(1)

4.5 Calculate the cost of each ingredient for the sweet potato coconut pudding.

4.5.1

Ingredients	Quantity used	Quantity purchased	Purchasing price	Calculated cost of ingredients used
Sweet potatoes	1200 g	1 kg	45,00	
Butter	60 g	500 g	65,00	
Eggs	1	18	85,00	
Coconut cream	60 ml	165 ml	R22,00	
Vanilla Extract	5 ml	50 ml	R180,00	

(5)

4.5.2 Convert the 180 ml sugar used for the marshmallow fluff to grams if:

(a) 250 ml = 200 g.

(2)

--

Complete (b) and (c) in the table that follows. Show ALL your calculations.

(b) Overhead cost at 40% of the total food cost.

(c) Labour if the chef works for 45 minutes at R185 per hour.

Ingredient	Quantity used	Cost of ingredients
Sugar	180 ml = _____g (1)	R4,73
Honey	180 ml	R41,27
Egg whites	3	R14,17
Cream of tartar	ml	R1,35
Total food cost		(1)
Overhead cost		(2)
Labour		(2)

- 4.5.3 Calculate the cost per portion for the sweet potato coconut pudding with marshmallow fluff. Show ALL your calculations.

Sweet potato coconut pudding with marshmallow fluff		
Total cost	R354,41	Calculations:
Yield	6	
Cost per portion		

(2)

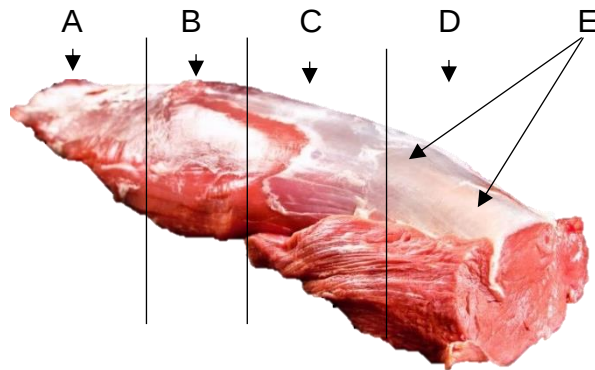
- 4.6 Suggest THREE effective practices that the chef de cuisine can implement to reduce wastage.

(3)

[31]

QUESTION 5

Consider the cut of meat below.



[Source: <<https://cleavermeatsltd.co.uk>>]

5.1 5.1.1 Name the beef cut.

_____ (1)

5.1.2 Select the best description of this cut. Mark your choice with a cross.

A boneless cut with three loosely connected muscles	☐
A boneless, tender cut with no fat	☐

(1)

5.2 5.2.1 Identify the area marked 'E'.

_____ (1)

5.2.2 How will area E affect the cooking of this cut?

_____ (2)

5.3 Identify the area from which the Chateaubriand in Menu A is obtained. Write only the appropriate letter.

_____ (1)

5.4

The commis meat chef washed the whole meat cut before portioning it; she then proceeded to season the portions with salt and pepper so that they are ready for cooking two hours later.

What impact will the actions of the commis chef have on the end product of the chateaubriand steaks served and why?

(4)

5.5 Select the correct characteristics to consider when purchasing the pork for Menu B. Mark your choices with a cross.

Colour of meat	A	Bright to light red
	B	Grey to light red
	C	Bright to cherry red
Fat	A	White to creamy in colour
	B	White to pink in colour
	C	Creamy to yellow in colour

(2)

5.6 5.6.1 State TWO criteria used to grade meat.

(2)

5.6.2 What colour is pork roller-marked with? Motivate your answer.

(2)

[16]

QUESTION 6

Study the product labels below and answer the questions that follow.

A

SERVING SUGGESTION
Chakalaka is a spicy African vegetable relish traditionally served warm or cold with bread, pap, samp, stews or curries. This traditional accompaniment is said to have originated in the townships of Johannesburg.

INGREDIENTS
Water · Vegetables (40 %) (Onions · Cabbage · Carrots · Green pepper) · Vegetable oil (Sunflower/Canola seed · Antioxidant: TBHQ) · Tomato paste · Starch · Salt · Irradiated spices (Spices & spice extracts · Dehydrated vegetables (Garlic · Onions · Bell peppers) · Flavouring · Flavour enhancers) · Acidity regulator · Ground chilli (irradiated).

STORE IN A COOL, DRY CUPBOARD. ONCE OPENED, DECANT UNUSED CONTENTS INTO A LIDDED, NON-METALLIC CONTAINER. REFRIGERATE & USE WITHIN 1 DAY.

TYPICAL NUTRITIONAL INFORMATION

AVERAGE VALUES	PER 100 g	PER 80 g SERVING
Energy	177 kJ	142 kJ
Protein	0,9 g	0,7 g
Glycaemic carbohydrate	3 g	2 g
of which total sugar	2,0 g	1,6 g
Total fat of which:	2,6 g	2,1 g
saturated fat	0,4 g	0,3 g
trans fat	0,0 g	0,0 g
monounsaturated fat	0,6 g	0,5 g
polyunsaturated fat	1,7 g	1,4 g
Cholesterol	<5 mg	<4 mg
Dietary fibre*	1,8 g	1,4 g
Total sodium	539 mg	431 mg

INFORMATION FOR PRODUCT AS PACKED.
*AOAC 991.43

www.woolworths.co.za
Specially packed for Woolworths (Pty) Ltd.,
93 Longmarket Street, Cape Town, South Africa
Consumer Helpline: 0860 022 002
PRODUCT OF THE REPUBLIC OF SOUTH AFRICA

HALAAL
HT 3782

CAN
METAL RECYCLE

OPAL21579
400 g

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

INGREDIENTS

Water · Vegetables (40 %) (Onions · Cabbage · Carrots · Green pepper) · Vegetable oil (Sunflower/Canola seed · Antioxidant: TBHQ) · Tomato paste · Starch · Salt · Irradiated spices (Spices & spice extracts · Dehydrated vegetables (Garlic · Onions · Bell peppers) · Flavouring · Flavour enhancers) · Acidity regulator · Ground chilli (irradiated).

B



6.1 Identify the natural preservatives used in Product B.

(2)

6.2 List THREE criteria for the jar used for Product B.

(3)

6.3 What are the implications if the warning 'decant unused ... non-metallic container' is not adhered to?

(3)

6.4 Distinguish between a **sell by** and **best before** date.

(2)
[10]

QUESTION 7

Read the recipe for marshmallow fluff (Menu A) and answer the questions that follow.

MARSHMALLOW FLUFF**Ingredients**

4 large egg whites
 250 ml granulated sugar
 2,5 ml teaspoon cream of tartar
 5 ml pure vanilla extract

1. Place egg whites, sugar, and cream of tartar in a heatproof bowl. Set bowl over a saucepan filled with 5 cm of simmering water.
2. Whisk constantly until sugar is dissolved and mixture has thinned out, about 4 minutes.
3. Remove from heat. Add the vanilla extract, then using a handheld or stand mixer fitted with a whisk attachment, beat on high speed until stiff glossy peaks form, about 5 minutes.

[Adapted from: <<https://sallysbakingaddiction.com>>]

7.1 Identify the type of meringue being prepared. Mark your choice with a cross.

French	
Italian	
Swiss	

(1)

7.2 Explain the method for preparing French meringue.

(4)

7.3 This meringue can be classified as a soft meringue.

7.3.1 Differentiate between a soft and hard meringue with reference to the ratios of sugar to egg white.

(2)

7.3.2 A pavlova is an example of a hard meringue shell. Explain how the hard shell is created.

(2)

7.4 After consistently whipping for more than 5 minutes (Step 3), the meringue did not form stiff, glossy peaks. Give TWO possible reasons why.

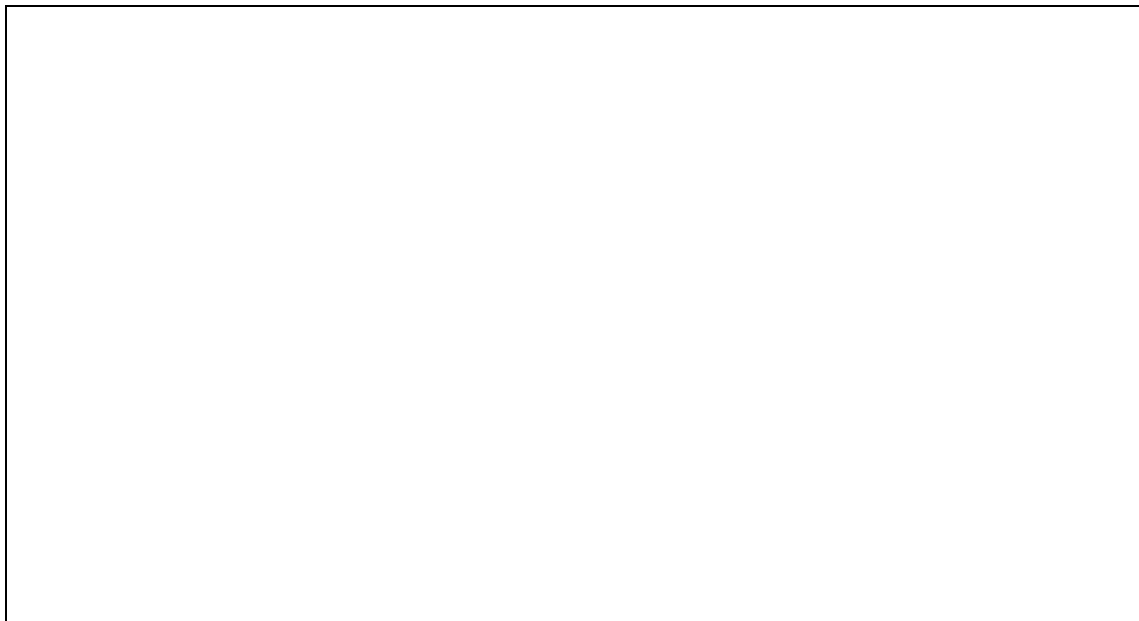
(2)

7.5 Classify:

7.5.1 Crème anglaise _____

7.5.2 Crème brûlée _____
(2)

7.6 Draw a simple labelled sketch below of a plated crème brûlée dessert.



(3)
[16]

QUESTION 8

8.1 Suggest the types of legumes that can be used in the githeri.

(3)

8.2 Why is it beneficial to include legumes on a menu?

(2)

8.3 What is the outcome:

8.3.1 if tomatoes are added at the beginning of the cooking process?

(1)

8.3.2 bicarbonate of soda is added to the soaking liquid?

(1)

8.4 TVP is derived from a healthy ingredient and provides a complete source of plant-based protein.

8.4.1 Name the source.

(1)

8.4.2 Suggest TWO dishes in which TVP can be included on the Giraffe Manor menus.

(2)
[10]

QUESTION 9

Study the images below.



[Source: <<https://www.theguardian.com/lifeandstyle>>]



[Source: <<https://www.grand-fermage.fr/en/cruffins>>]

The cruffin and the cronut are hybrids of the muffin and doughnut prepared from puff pastry.

9.1 9.1.1 Classify puff pastry.

(1)

9.1.2 Give TWO characteristics of puff pastry.

(2)

9.2 A golden rule when working with puff pastry is to keep it cold.

9.2.1 How can a chef ensure this when handling the pastry?

(2)

9.2.2 Justify the importance of maintaining this rule throughout the preparation process.

(2)

9.3 The cruffin is filled with white ganache.

What is ganache?

(1)

9.4 Recommend the best storage practice for the following products.

9.4.1 Uncooked, leftover pastry to use in a few weeks.

(1)

9.4.2 Baked, unfilled choux puffs that will be used in 3 days.

(1)
[10]

QUESTION 10

10.1 A very disgruntled guest complained that their panna cotta had a melted look, grainy texture, and a thick gel layer on the top.

10.1.1 Why did the panna cotta have a melted look?

(1)

10.1.2 Describe what happened during the preparation steps that caused the grainy texture and gel layer.

(3)

10.2 How should the waiter deal with this complaint from the disgruntled guest?

(4)

- 10.3 3-D food printing is a technology that uses a 3-D printer to create food in various shapes and designs.



[Source: <<https://juanmanuelgarciauypton.artstatio>>]

State TWO positive and TWO negative implications of using this new technology in restaurant kitchens.

(4)

- 10.4 What are the benefits of using a POS in a restaurant kitchen?

(3)
[15]

QUESTION 11

Study the drinks menu below and answer the questions that follow.

BEVERAGE MENU
Roodeberg 2018 <i>Classic varietal of Cabernet Sauvignon and Merlot</i>
Simonsig 2023 <i>Riesling</i>
Van Loveren Almost Zero Moscato Rosé
Moët Chandon <i>Pinot Noir – Doux</i>
Strawberry Daiquiri <i>Cocktail or mocktail</i>

- 11.1 Match a beverage from the menu to the following appetisers served at a cocktail party.

11.1.1 Canapés with smoked oyster spread

_____ (1)

11.1.2 Bacon-wrapped venison bites

_____ (1)

11.1.3 Smoked salmon sushi rolls

_____ (1)

- 11.2 Cocktail parties can present unique challenges for food service due to their informal and dynamic nature. List THREE possible challenges.

_____ (3)

11.3 What do the dates ('2018' and '2023') written behind the wines on the menu indicate?

(1)

11.4 What is meant by 'Almost Zero' wine?

(2)

11.5 The term 'doux' refers to the:
(Mark your choice with a cross)

production method	
degree of sweetness	
alcohol percentage	

(1)

11.6 11.6.1 Distinguish between a cocktail and a mocktail.

(1)

11.6.2 When preparing a cocktail what is meant by the following terms?

Built

(1)

Flip

(1)

- 11.7 11.7.1 Identify the type of liquor licence required by the establishments depicted in the images below. Write your answer in the space provided.

A	B
 [Source: <https://media-cdn.tripadvisor.com/>]	 [Source: <https://thepatriot.co.bw/1>]

(2)

- 11.7.2 Give THREE general requirements for the liquor licence depicted in Image A.

(3)

- 11.7.3 If a guest chooses to take their own liquor into Establishment A, they will be required to pay a _____ fee.

(1)

- 11.8 11.8.1 Give the term used for alcoholic drinks that have been tampered with.

(1)

- 11.8.2 What are the implications of tampering with alcoholic beverages that are for public sale?

(2)

[22]

130 marks

SECTION C

QUESTION 12 **CASE STUDY**

Examine the sources on pages i–iii of the Insert and use the information to answer the questions that follow.

Refer to Source A

12.1 Study the web page. Critically evaluate the effectiveness thereof.

[illegible]

Refer to Source B

12.2 12.2.1 Suggest TWO positions that are required in the engineering and maintenance department at Giraffe Manor. Motivate your suggestions.

(4)

12.2.2 In what way do the Human Resources, Front Office, and Information Technology departments work together to make the hotel effective?

(5)

12.3 12.3.1 Identify TWO revenue-generating areas.

(2)

12.3.2 What is the importance of revenue-generating areas within a hospitality establishment?

(2)

Refer to Source C

12.4 12.4.1 Explain the term 'sustainable' in the context of a hospitality establishment.

(2)

12.4.2 Recommend practices Giraffe Manor can implement to enhance their sustainability.

(4)

12.4.3 How does the practice of palm oil free benefit patrons of the Manor?

(2)

Refer to Source D

12.5 Kibera informal settlement is in close proximity to Giraffe Manor.

12.5.1 List TWO symptoms of cholera.

(2)

12.5.2 What measures should be put in place by the management of Giraffe Manor to ensure that the patrons are kept safe from contracting cholera?

(3)

Refer to Source E

- 12.6 Discuss how the behaviour and professionalism of the staff contribute to the success of Giraffe Manor ranking as one of the top three hotels in the world.

(5)

- 12.7 Giraffe Manor is 'one of the most Instagrammed' places on earth. Discuss how this type of marketing can present as more of a disadvantage than an advantage.

(3)

40 marks

Total: 200 marks

ADDITIONAL SPACE (ALL QUESTIONS)

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

[illegible]

[illegible]