HOSPITALITY STUDIES

SELF STUDY GUIDE

GRADE 10

ACKNOWLEDGEMENTS

The Department of Basic Education wishes to thank and acknowledge the following Provincial Education Department's, Districts and Schools for permission and use of their examinations and tests to compile this self study guide:

Gauteng

Free State

Ekurhuleni East

Johannesburg North District

Collegiate Girls' High School

Reitz High school

Pro - Arte

Whilst every effort has been made to acknowledge the sources of the information contained herein, we would like to apologise for any such exclusions or omissions.

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OVERVIEW

1.1. This self study guide is aimed to assist Grade 10 learners and teachers with the following:

- To master the grade 10 Hospitality content
- Expose learners to different questioning styles and techniques
- Demonstrate to learners how to answer questions in the examinations and tests.
- Assist learners to prepare for the final examination
- Assist learners to revise the content that they have studied
- Allow learners to measure their understanding of the different topics
- Familiarise learners with the format of the final question paper
- This guide should not be used to replace classroom teaching, but as an addition to teaching.

1.2. Hospitality Grade 10

The subject Hospitality consists of the following topics:

- Hospitality sectors and careers
- Kitchen and restaurant operations
- Nutrition, menu planning and costing
- Food commodities
- Food and beverage service
- Hygiene, safety and security

1.3. Format of the final end of year question paper

- Consists of FOUR sections namely, SECTION A, B, C, and D.
- All the questions are compulsory
- Number your answers correctly.
- Start each Question on a new page.
- Use the mark allocation as a guide to the length of each expected answer.
- Unless otherwise instructed, all questions should be answered in full sentences

The format of the end of year paper is as follows:

SECTION A	Short questions (all topics)	40
SECTION B	Kitchen and restaurant operations. Hygiene, safety and security	40
SECTION C	Nutrition and menu planning. Food commodities	80 (2 questions of 40 marks each)
SECTION D	Sectors and careers. Food and beverage service	40 (2 questions of 20 marks each)

General tips to prepare for Hospitality examinations

- ✓ Preparation for your examination begin on the first day of class and include:
  - paying attention during class,
  - taking good notes,
  - studying regularly,
  - completing homework assignments and
  - summarise chapters / topics from your textbook on a regular basis.
- ✓ Plan your time, start early with your examination preparation to make sure you have sufficient time to study so that you are well prepared for the examination.
- ✓ Form a study group with some of your classmates, where you discuss the work and help each other.
- ✓ Read each topic before you go to class, it will assist you to understand better.
- ✓ Use your workbook / notebook or exercise book or any material from class examinations, home work, sample problems, class notes to revise and practice.
- ✓ Don't try to pull an all nighter. Get at least 6 - 8 hours of sleep before the examination.
- ✓ Put the main ideas/information onto a one pager that can be quickly reviewed many times, this makes it easier to retain the key concepts that will be on the examination.
- ✓ Set your alarm and have a backup alarm set as well for the day of the examination.
- ✓ Eat before a examination. Having food in your stomach will give you energy and help you focus but avoid heavy foods which can make you tired and sleepy.
- ✓ Show up at least 30 minutes before the examination will start.
- ✓ Go to the bathroom before walking into the exam room. You don't want to waste any time worrying about your bodily needs during the examination.
- ✓ Bring at least two pens/pencils with good erasers, a calculator with enough batteries and any other resources that your instructor allows you to.
- ✓ Bring a watch to the examination so that you can better pace yourself. Cell phones may not be used during an examination.
- ✓ Keep a positive attitude throughout the whole examination and try to stay relaxed. If you start to feel nervous take a few deep breaths to relax.
- ✓ Keep your eyes on your own paper, you don't want to appear to be cheating and cause unnecessary trouble for yourself.
- ✓ When you first receive your examination, do a quick survey of the entire question paper so that you know how to use your time.
- ✓ Read the entire question and pay attention to the details, underline keywords before attempting the answer. Always read the whole question carefully. Don't make assumptions about what the question might be.
- ✓ Write legibly. If the marker can't read what you wrote, they'll most likely mark it wrong.
- ✓ If you don't know an answer, skip it. Go on with the rest of the examination and come back to it later. Other parts of the examination may have some information that will help you out with that question.
- ✓ Don't worry if others finish before you. Focus on the examination in front of you.
- ✓ Make sure you have at least 5 minutes left when you are finished to look over your answers again. Make sure that you have answered all the questions. Only change

an answer if you misread or misinterpreted the question because the first answer that you put is usually the correct one. Watch out for careless mistakes and proofread your essay and/or short answer questions.

- ✓ Double check to make sure that you put your first and last name on the answer sheet.
- ✓ When you get your answer sheet back, look it over and do corrections for all the answers you have wrong. It will help you when you prepare for the next examination.

Tips to answer Multiple Choice Questions

- ✓ Read the entire question before you look at the answer.
- ✓ Close the options and try to come up with the answer in your head before looking at the possible answers, this way the choices given on the examination won't throw you off or trick you.
- ✓ Read all the choices before choosing your answer.
- ✓ Eliminate answers you know aren't right. It will help you to make an educated guess and select an answer if you are not sure.
- ✓ Don't keep on changing your answer, usually your first choice is the right one, unless you misread the question.
- ✓ Don’t leave any question unanswered, even if you are uncertain. Use the elimination process to make an educated guess.

1. CEREALS

1.1	1.1.1	List THREE ways of preventing lumps from forming when cooking with fine cereals.	3
	1.1.2	Synererisis takes place in starches and proteins. Explain what this is and when it takes place.	3
	1.1.3	Explain how agitation(stirring) will influence gelatinisation of starch	2
	1.2	Study the menu below and answer the questions that follow:	

MENU
Breakfast

Muesli and Yoghurt

Three Cheese Soufflé
Eggs Florentine

Coffee

	1.2.1	Briefly explain what is muesli?	1

2. COOKING METHODS

2.1 Explain the advantages of a convection oven. 3

2.2 Which cooking method would be best suited for the following dishes? Classify each cooking method. Redraw the table and complete. 6

Dish	Cooking method	Classification
a. Egg custard		
b. Leg of mutton		
c. Boerewors		

2.3 Explain why it is better to stew tough pieces of meat and vegetables rather than to boil it. 4

2.4 Identify the cooking method demonstrated below.

2.5 Explain how you would prepare eggs using this cooking method. 4

2.6 What is the temperature when using this cooking method and why? 2

2.7 Your stove at home is not working and your mother thinks it is not necessary to have it repaired, because you have a microwave. Discuss the disadvantages of using a microwave oven.

2.8 Study the following menu and answer the following questions:

MENU

BREAKFAST

STARTER
Muesli with Yoghurt
Tropical Fruit Salad

MAIN COURSE
Swiss Puffed Omelette with Mushrooms and Cheese
Bacon
Crumbed Potato Croquettes

Coffee / Tea

2 June 2013

2.8.1	THREE different cooking methods is used to prepare the main course . State each of the cooking methods.	3
2.8.2	Classify the cooking methods.	1
2.8.3	Discuss the TWO precautions that must be taken when applying the above mentioned cooking methods.	4
2.9	Choose the description in COLUMN B that matches the term in COLUMN A. Write only the letter (A – J) next to the question number on the answer sheet e.g. 7.10 E	10

COLUMN A	COLUMN B
2.9.1 Boiling 2.9.2 Poaching 2.9.3 Direct steaming 2.9.4 Simmering/stewing 2.9.5 High-pressure steaming 2.9.6 Baking 2.9.7 Roasting 2.9.8 Broiling 2.9.9 Dry frying 2.9.10 Braising	A. Cooking food in liquid at temperatures just below boiling point, food covered in water/liquid B. Grilling food in the oven C. D. Combination cooking method where food is cooked in liquid in a covered pan in the oven E. Food is fried with no additional fat/oil in pan

	F. Food is totally covered in boiling water with big bubbles G. H. Food is cooked slowly in a small amount of liquid at 85 – 99° C I. Food is cooked in the oven without any fat J. Food is cooked in the oven using fat

2.10	What cooking method do you apply to crepes?	(1)
2.11	Briefly explain how you will pre-cook the pasta before assembling the lasagna.	(2)
2.12	Mention the type of mince that is best suitable for lasagna and explain how will you prepare/cook it?	(4)
2.13	Explain the cooking method , poaching, and explain why it is suitable for the pears.	(3)
2.14	Give THREE rules to follow when baking muffins to ensure a good product.	(3)
2.15	Explain the processes taking place when flour mixtures brown during baking.	3
2.16	Explain the difference between dry – fry and shallow fry	3
2.17	Explain two cooking methods, which in your opinion are the healthiest cooking methods to use by a person wishing to lose weight. Motivate your choices fully	6
2.18	(a) In your opinion, mention the most unhealthy cooking method	2
	(b) Provide one example of a dish that is prepared using your identified method	2

3. CUSTOMER RELATIONS

3.1 Study the picture below and answer the question that follows.

a) Explain to this lady why she needs to change her appearance as well as attitude if she wants to remain a waiter in your restaurant.

3.2	Why is it important for waiters to know the ingredients that are used in dishes?	2
3.3	One of the guests that arrive at the restaurant is in a wheelchair. Mention the ideal place for a wheelchair. Motivate your answer.	2
3.4	Explain one advantage of using an electronic point-of-sale system in a restaurant?	2
3.5	A waiter receives gratuity of R2.00. Explain what is gratuity and what is expected of the waiter when he receives a gratuity.	2
3.6	Explain how should you treat elderly people in a restaurant?	4
3.7	Who receives the customer and control the booking?	2
3.8	Explain how guests should be greeted and seated in a formal restaurant (list at least four specific steps or rules)	4

4. DIARY

4.1 Differentiate between butter and margarine. 2

4.2 Briefly explain the process involved in making butter. 2

4.3 Explain the following types of milk/processes applied to milk:

a) Low-fat milk 1
b) Pasteurised milk 2
c) UHT 2

4.4 Briefly explain what yoghurt is and how it is manufactured. 2

4.5 You use fresh pasteurised cream for a dessert. Explain the process of pasteurisation 2

4.6 Explain what processed cheese (e.g. Melrose) is and explain the steps in the making of *processed cheese.* *3*

4.7 Various recipe books use an ingredient "half and half". Describe the ingredient. 2

4.8 Describe the use of the following types of cheeses. Redraw the table in your book and complete. 10

Type of cheese	**Description of use**
Parmesan Cheese	
Cheddar cheese	
Mozzarella cheese	
Processed cheese	
Gouda cheese	

5. EGGS

5.1 Provide an explanation for the blue-green ring that forms around the yolk of a boiled egg 3

5.2. Study the menu below and answer the questions that follow:

MENU
Breakfast

Muesli and Yoghurt

Three Cheese Soufflé
Eggs Florentine

Coffee

5.2.1 For the soufflé the egg whites must be beaten stiff.
Explain the abovementioned foaming stage of egg whites 4

5.2.2 Give guidelines to successfully beat your egg whites 2

5.3 Eggs Florentine consists of poached egg, béchamel and one more key ingredient.

a) State the missing ingredient. 1
b) Explain what is a "béchamel" 1
c) Give the properties of a well poached egg 3

5.4

a) Briefly explain the *SALT WATER METHOD* to test whether the eggs are fresh before you use them. 4
b) List ONE interesting ingredient that you can add to your scrambled egg mixture. 1
c) Explain the term "syneresis" in scrambled egg. 2
d) Explain how you can ensure that your scrambled eggs are soft and creamy. 1
e) State whether prepared scrambled egg re-heated 1
f) Explain the term "coagulation" as applied to eggs, in your own words. 2

5.5

a) Describe how you can make your French omelette fluffier. 2
b) List one garnish that you can use for your omelette. 1

5.6 Mention the main nutrient in eggs and also the building block of that nutrient.

5.7	What function/characteristic of eggs is used in crepe batter?	2
5.8	List the main components of a soufflé and explain how you will prepare it.	2
5.9	At what time will you start the soufflé if dessert is served at 20:00?	1
5.10	List any FIVE effects of heat on egg	5
5.11	Briefly describe how a soufflé omelette is made.	3
5.12	Study each of the following scenarios and suggest a possible reason for the scenario your answer.	
	a) Water drains from the scrambled eggs after being kept warm in a bain-marie.	2
	b) The soufflé omelet is not puffy.	2
5.13	Explain to the commis chef what the appearance of a perfect soufflé omelette should be.	3
5.14	Describe the main function of eggs in each of the following dishes:	
	Mayonnaise	2
	Scones	2
	Meatballs	2

5.15 Choose the description in COLUMN B that matches the term in COLUMN A. Write only the letter (A – J) next to the question numl on the answer sheet. 5

COLUMN A - Term	COLUMN B - Description
5.15.1 Syneresis	A. Jam and marmalade
5.15.2 Pectin	B. Whole or pieces of fruit , cooked lightly in a sugar syrup
5.15.3 Emulsifying	C. Setting agent used in set desserts
5.15.4 Fruit Coulis	D. Protein in eggs for setting and thickens
5.15.5 Confiture	E. The binding of two ingredients with a third ingredient to prevent it from separating
	F. Fruit that is sugared , then dipped in a Sugar syrup to give it a glossy appearance
	G. Raw or cooked fruit with or without suga and puréed
	H. Protein network shrinks and liquid is pressed out during cooking of eggs
	I. Setting agent in fruit jellies
	J. Tea en coffee

6. SAFETY

6.1

An electrical short circuit in a kitchen caused a stove to catch fire. The flames spread quickly. Chris gets such a shock when the fire starts that he cuts his hand. The bleeding is profuse.

a) Identify the kind of danger that his situation exposes you to. 2
b) State the safety precaution you should follow to protect yourself against the danger in this situation. 2
c) Explain how you will stop the bleeding. 3
d) Discuss the FOUR rules that you must apply when you treat Chris for shock after you have treated the wound. 4

6.2

Zanele uses a wet dishcloth to remove baked biscuits from the oven. She throws the pan on the floor and shouts that her fingers are burnt.

2

a) How is it possible that she can burn her fingers while using a wet dishcloth? Motivate your answer. 3
b) Identify the type of burn that Zanele sustained. 1
c) Describe the treatment for this type of burn. 2
d) List FOUR other types/classes of burns. 4
e) List FIVE rules that you would follow when working with knives. 5

7. FRUIT

7.1 Classify the fruits listed below.

a) Pears 1
b) Strawberries 1

7.2 List one special fruit decoration that you can use to decorate a dessert plate. 1

7.3 Explain what is a “coulis” 2

8. HOSPITALITY ESTABLISHMENTS & CAREERS

8.1 Select the most appropriate answer from the list provided. Write only the correct letter next to the question number, e.g. 8.1.5 A 4

8.1.1 The manager that must ensure that room occupancy levels are as high as possible:

A. Hotel manager
B. Rooms divisional manager
C. Assistant manager
D. Front desk manager

8.1.2 Guest accommodation where the owner may still live in the house:

A. Guest House
B. Motel
C. Bed and Breakfast
D. Hotel

8.1.3 Serves as the guests' liaison with the hotel's services:

A. Concierge
B. Hotel manager
C. Doorman
D. Receptionist

8.1.4 Give ONE word for the following descriptions:

A. An enterprise with a well-established name that forms part of a group
B. Informal accommodation that aims to promote the culture of indigenous people.
C. A phone answering system through which callers are connected to the person who can assist with their needs.
D. Known as the heart of the hotel

8.2 Identify the following types of food and beverage establishments and state if it is commercial or non-commercial: 12

8.2.1

8.2.2

8.2.3

8.2.4 8.2.5 8.2.6

8.3 Tabulate the difference between a in-house and contract caterer. 4

8.4 List TWO types of formal service accommodations. 2

8.5 Ruby worked for five years in the clothing industry. She then decided to leave her job, because she saw no future for herself in this career. After some research she decided to enter into a franchise agreement with a well known franchise business called Guest Houses Unlimited.

8.5.1 List THREE advantages of buying into a franchise. 3

8.5.2 In the scenario, who is the franchisee and who is the franchisor? 2

8.5.3 Explain what benefit could Ruby expect to get out of the franchise agreement? 3

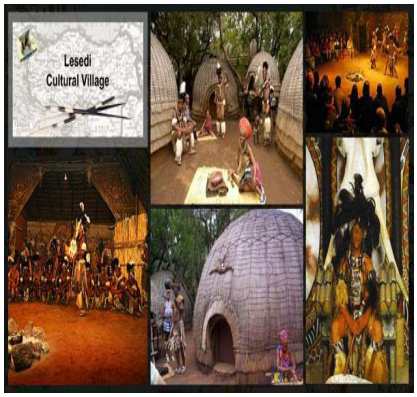
8.5.4 Describe what benefit would Guest Houses Unlimited gain from the agreement? 3

8.6 Sandy travel through an unknown town and stop to eat, she prefers to go to a well known restaurant like Spur. Suggest ONE possible reason why she prefers a familiar restaurant. 3

8.7 Give the differences between a hotel and a boutique hotel. 6
Tabulate your answer as follows:

	Hotel	Boutique Hotel
Ownership		
Furnishing		
Number of rooms		

8.8 Identify and explain the following types of accommodation (see pictures below) offered in the hospitality industry; give a short description as well as the services provided. Tabulate your answer as indicated below. 9

Name	Description	Services provided
8.8.1		
8.8.2 		
8.8.3		

8.9 Name a hospitality establishment that offers each of the following services:

a) informal food service
b) recreation facilities
c) game drives
d) food and beverages at high prices

8.10 You and your friend have a tight budget to spend for a holiday in Durban. Identify the most economical type of accommodation establishment for you to stay at?
Motivate your choice, by giving TWO reasons. 3

8.11 Amanda and her family are on holiday in Cape Town at the V & A Waterfront Hotel. At the hotel they inquire about the cable car at Table Mountain.

Identify which staff is involved from when the family arrives at the hotel until they are taken to their room? Also indicate the main task of the different staff members. Tabulate your answer as follows

STAFF MEMBER	MAIN TASK OF EACH STAFF MEMBER
A)	
B)	
C)	

6

8.12 You have friends' visiting from Greece and they want to experience a "true African experience". You suggest that they visit Lesedi Cultural Village.

(a) Describe the kind of experiences guests expect at a cultural village. 4

8.13 Study the following services rendered by the commercial food sector, and 8.13.1 to answer the questions below

A. Large companies negotiate a contract with South African Airlines to supply the food on board.
B. Caterers prepare food on their own premises and transport it to the venue.
C. A person selling food next to the road at the taxi rank.

8.13.1 Identify each type of food establishment (A, B, C) described in the scenarios. Tabulate your answer as follows

	Type of food establishment
A	(1)
B	(1)
C	(1)

8.13.2	Describe the main aim of establishments in the commercial food sector.	1
8.13.3	Name TWO establishments in the non-commercial food sector.	2
8.13.4	Justify why it would be fair to say that the owner of establishment C, is an entrepreneur.	2

9. HYGIENE, STORAGE AND SAFETY

9.1 Explain the concept FIFO and how is it applied in the Hospitality industry. 2

9.2 Describe the consequences of the following scenarios. 3

a) Chopped onions are left next to a jug of milk.

b) A packet of lettuce is left open in the fridge.

c) Meat is defrosted on a plate containing left over roast chicken.

9.3 Mary prepared Chicken A la King for the staff canteen. Most of the staff members that ate the Chicken A la King reported ill the following day. The cause was linked to the incorrect storage of the food. Explain how this could have been prevented. 3

9.4 You realize that some classmates don't wash their hands as often as they should. Design a poster reminding them when to wash their hands. 5

9.5 List the items of clothing that have to be worn by a chef and the protection that the uniform provides. 10

9.6 Study the illustrations below of the hygiene practices in the kitchen. Identify THREE bad hygiene practices and in each case, explain why the practice is bad. 9

9.7 An inexperienced chef made the following mistakes. Explain to him what he should do to be more efficient in the kitchen.

a) The chef uses a blunt knife to cut meat 2

b) The chef spilled oil on the floor and did not clean it immediately. 2

c) The chef plugged the mixer into the wall socket while his hands were wet. 2

d) The chef removes a hot baking sheet from the oven with a damp tea towel. 2

e) The chef cuts himself severely and held the wound under running water. 2

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

Vuyo is in Grade 10 and is looking for a part-time job. He comes across an advertisement in the newspaper. A restaurant is looking for part-time people to help in the kitchen. Vuyo and his girlfriend, Jane, discuss it and decide that because they have Hospitality Studies as a subject, they should apply for the job.

(a) Explain to Vuyo and Jane what is expected of them regarding personal hygiene? (5)

In most food establishments it is compulsory for a chef to wear a chef's jacket. List THREE requirements for a chef's jacket and give a reason for each. Tabulate your answer as follows

THREE requirements for a chef's jacket	**Reason for each requirement**

9.9 Discuss when hands must be washed during the preparation of food. (4)

9.10 Explain how to prevent burns and scalds in a kitchen. (4)

9.11 Answer the following questions regarding refrigeration storage:

a) Recommend the best temperature for refrigerator storage and motivate your answer. (2)

b) Identify THREE good practices/rules that must be applied when storing food in the refrigerator. (3)

c) Discuss THREE ways of controlling/preventing weevils in a kitchen. (3)

9.12 List THREE rules to follow for freezer storage. (3)

9.13 Why should dry store items be stored alphabetical if possible? (1)

9.14 Why should hot food not be stored in the fridge immediately? (2)

9.15 Waste can be managed by reducing, re-using and recycling. List FOUR ways of reducing waste in the kitchen. (4)

10. KITCHEN EQUIPMENT

10.1 From the illustrations below list three ways of transferring heat. (3)

A	B	C

10.2 Study the recipe below and answer the questions following

Easy Pancakes (Yield 8)

Ingredients

80 g all-purpose flour
2 eggs, separated
1/2 cup milk, scalded
1/2 cup water
1/4 teaspoon salt
2 tablespoons butter, clarified

Directions

1. In a large mixing bowl, whisk together the flour and the eggs. Gradually add in the milk and water, stirring to combine. Add the salt and butter; beat until smooth.
2. Heat a lightly oiled griddle or frying pan over medium high heat. Pour or scoop the batter onto the griddle, using approximately 1/4 cup for each crepe. Tilt the pan with a circular motion so that the batter coats the surface evenly.
3. Cook the crepe for about 2 minutes, until the bottom is light brown. Loosen with a spatula, turn and cook the other side.
4. Serve hot

a) Explain, in detail, how you would measure the flour. (3)
b) Explain, in detail, how you would measure the milk. Mention a common mistake made when measuring liquids. (3)

10.3 Identify the following hot holding equipment used for buffet service. Copy and complete the following table on your folio paper. (9)

A

B

C

	A	B	C
10.3.1 Name	(1)	(1)	(1)
10.3.2 Advantage	(1)	(1)	(1)
10.3.3 Disadvantage	(1)	(1)	(1)

10.4 Identify the following pieces of kitchen equipment

10.4.1	10.4.2	10.4.3
10.4.4	10.4.5	10.4.6
10.4.7	10.4.8	10.4.9
10.4.10		

10

10.5 Match the service equipment in Column B with the correct name in Column A. Write only the letter (A – E) next to the question number (10.4.1 – 10.4.5)

	Column A		Column B
10.5.1	Parfait spoon	A	
10.5.2	Grapefruit spoon	B	
10.5.3	Cheese knife	C	
10.5.4	Fish knife	D	
10.5.5	Fish Fork	E	

10.6 Suggest the most suitable utensil or appliance for each of the following tasks 14

a) To strain stock

b) To egg wash scones

c) To melt chocolate

d) To flatten meat

e) To remove the coloured part of orange peel

f) To cut butter into flour

g) To cut large meat cuts

10.7 Explain the advantages of a convection oven. 3

10.8 Identify the equipment **and** explain what each is used for. 5

10.8.1	10.8.2	10.8.3
10.8.4	10.8.5	

10.9. Explain correct procedure is to clean electric mixer. 4

11. MEAT AND SAUSAGES

11.1 Study the ingredients below and answer the questions that follow:

Beef Burgers
1 kg Beef Mince 1 onion 1 clove garlic, creamed 10ml red curry paste 1 egg, beaten 3 slices of bread, crumbed 1 packet brown onion soup Black pepper and coriander

a) Recommend the type of beef mince best suited for the hamburger patties? Motivate your choice. (3)

b) Draw up a checklist on criteria that you would consider when buying mince for the hamburger patties. (5)

c) Approximately how many portions can be served from the above hamburger recipe? Justify your answer by providing a reason. (2)

d) You have left-over mince. What preservation methods can you use to make the mince last longer and how long are they effective? (4)

e) You forgot to remove the mince in time from the freezer to allow it to defrost overnight in the refrigerator. Give hints how you can successfully defrost the mince in the microwave. (3)

f) Suggest TWO dishes that can be prepared from mince and state a suitable cooking method for each dish. (3)

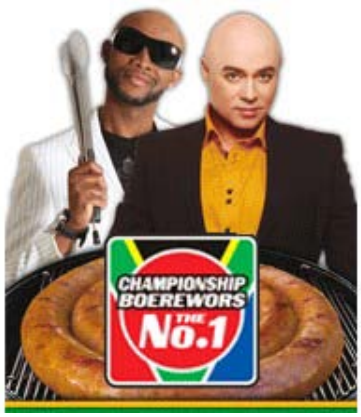
11.2 Study the pictures below and answer the questions

11.2.1 Differentiate between the following pictures (6)

1.	2.	3.

11.2.2 Recommend criteria to consider when purchasing the above products. 4

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

		The baldies are back and they are hunting high and low for the country's best of the best to be crowned as the new 2011 Shoprite Checkers Boerewors Champions! Anyone with an exceptional traditional boerewors recipe can enter – the Championship Crown has been conquered by housewives, butchery managers, and last year even by a 13-year old primary school learner! Step 1 - You must enter your own special boerewors recipe. Step 2 – Give a step by step guide to preparing the boerewors. Step 3 – Write down your special cooking suggestions

11.3.1 State which type of mince is best to use for lasagna and explain how will you prepare/cook it? 4

.

11.3.2 Explain the following mince dishes: 2

a) Kofta
b) Steak tartare

12. MUFFINS, SCONES & PANCAKES

Choose the correct description from COLUMN B that matches the dish listed in COLUMN A. Write only the letter (A – H) next to the question number (12.1 – 12.5) . 5

12.1	COLUMN A	COLUMN B
12.1.1	Muffin	A. Eggs must be separated
12.1.2	Scone	B. Bake at 220°C for 10 minutes
12.1.3	Crepes	C. Mixture must stand for 30 minutes before frying
12.1.4	Waffles	D. Baked at 200° C for 20 minutes
12.1.5	Crumpets	E. Doesn't contain baking powder

12.2	Explain what is a "Crepe" and list TWO ways in which a crepe differs from a pancake	3
12.3	What cooking method do you apply to crepes?	1
12.4	What function/characteristic of eggs are used in the crepe batter?	2
12.5	Give THREE rules to follow when baking muffins to ensure a good product.	3
12.6	Explain the processes taking place when flour mixtures brown during baking	3
12.7	Explain the difference between an English and American Muffin.	2
12.8	Give the difference in mixing methods used when making scones and muffins.	2
12.9	What is the raising agent used in muffins?	1
12.10	Give one rule to follow when making scones to ensure a delicate texture.	1
12.11	Give one rule to follow when making muffins to ensure a even rising and no tunnels.	1
12.12	What is "egg-wash"?	1

13. PANCAKES

13.1 Study the recipe below and answer the questions that follows.

Ingredients

80 g all-purpose flour
2 eggs, separated
1/2 cup milk, scalded
1/2 cup water
1/4 teaspoon salt
2 tablespoons butter, clarified

Directions

1. In a large mixing bowl, whisk together the flour and the eggs. Gradually add in the milk and water, stirring to combine. Add the salt and butter; beat until smooth.
2. Heat a lightly oiled griddle or frying pan over medium high heat. Pour or scoop the batter onto the griddle, using approximately 1/4 cup for each crepe.
3. Tilt the pan with a circular motion so that the batter coats the surface evenly.
4. Cook the crepe for about 2 minutes, until the bottom is light brown. Loosen with a spatula, turn and cook the other side.
5. Serve hot

13.1.1 . Briefly explain what is the "yield" in the recipe? 1

13.1. 2 List TWO ingredient Mise-en-place that can be done 2

13.1. 3 Explain the following terms/processes from the recipe:

a) Scald the milk 2
b) Clarify the butter 2
c) Whisk the eggs and flour 2

13.1.4 Give the characteristics of a good pancake 4

13.1.5 Explain how you should serve pancakes. 5

14. NUTRITION & MENU PLANNING

Study the menu below and answer the questions following:

Breakfast

Fried Sausages
Fried Tomato
Fruit salad
Toast
Golden cloud muffins
Scones with cheese
Oats with milk and sugar
Crumpets/Waffles

14.1.1	Identify the menu as table d'hôte or a la carte.	1
14.1.2	How many courses does this menu consist of?	1
14.1.3	Identify the type of breakfast.	1
14.1.4	Evaluate the format (layout) of the menu. Identify any mistakes and re – write the menu to correct all the errors.	4
14.1.5	Evaluate the food chosen in the menu. State if the guidelines were followed and motivate your answer.	3

14.2 Study the following menu and answer the questions that follow.

Breakfast Menu

Oats with Honey

Scones, Muffins
Fresh Fruit/ Compote
with Yoghurt

Fried/Scrambled Eggs
French Omelet with Cheddar/Gouda Cheese
Fried/ Grilled Back Bacon

Filter Coffee/ Café au Lait/ Mocha Latte

14.2.1	Indicate at least TWO mistakes with the format of the menu above.	2
14.2.2	Indicate if the menu above is for an English or Continental Breakfast.	1
14.2.3	Explain, with examples, how the type of customer can influence the type of menu that you plan for an establishment.	3

14.2.4 Name the THREE different covers according to which tables can be laid. 3

14.2.5 Why is it necessary to follow a balanced diet? 3

14.3 Answer the following questions with regard to menu planning.

Plan a three-course menu for your birthday dinner on 22 November 2012.

14.3.1 Write the menu in the correct format. 10

14.3.2 Which FOUR factors did you take into consideration when you planned the menu? 4

14.4 Study the next two breakfast menus on offer at the Morningside Hotel and answer the following questions:

Menu A	**Menu B**
Fresh Fruit Compote with Strawberry Yogurt Scrambled Egg with Mushroom and Feta Cheese Fried Bacon Glazed Russians Grilled Tomato Bran Muffin and Crumpets	Fresh Fruit Salad and Vanilla Yoghurt Croissants, Scones and Blueberry Muffins Coffee and Tea

14.4.1 Identify the type of breakfast menus A and B respectively. 2

14.4.2 Determine whether the use of fresh strawberries in the fruit salad of menu B would be a wise choice, if the menu is to be served during the autumn months. Motivate your answer 2

14.4.3 Is menu A and B a Table d' Hôte or à la Carte type of menu? 1

14.4.4 Classify all the items in **menu A** under the correct food group. Draw the table as follows:

Food Groups	Food items
Cereal and starch	
Vegetable	
Fruit	
Meat and meat alternatives	
Milk and milk products	
Fats, oil and sugar	

6

14.4.5 Some mistakes were deliberately made when writing out the menu below. Rewrite the menu correctly. 7

LIGHT LUNCH
STARTER
Tomato soup

MAIN COURSE
Flavoured Rice
Meatballs in Curry Sauce
Carrot Salad
Cheese Cake with Berry Coulis

Nescafé Coffee/Joko Tea

14.5 The following menu is served at a light lunch:

LUNCH

LIGHT LUNCH

STARTER
Biltong Salad

MAIN COURSE
Bobotie
Yellow Rice
Pumpkin Fritters
Green Bean Bundles

DESSERT
Peach Crumble with Egg Custard

Coffee / Tea

22 May 2013

14.5.1	Analyse the menu with regard to: a) cutlery and b) crockery and state the items required for the above mentioned menu.	6
14.5.2	Discuss briefly FOUR guidelines for the linen that will be used to lay the table for the above mentioned lunch.	4

15. PASTA

15.1	Briefly explain how you will pre-cook the pasta before assembling the lasagna.	2
15.2	Mornay sauce is a variation of the classic béchamel (basic white sauce). Explain, with specific steps and ingredients, how you will prepare the béchamel and in the last step mention the ingredient added to make the béchamel a mornay sauce.	5
15.3	Explain how you will prepare the following classic pasta dishes	
	Italienne	2
	Napolitaine	2
	Cannelloni	3

16. RECIPE INTERPRETATION

16.1 Study the recipe below and answer the questions that follow.

Cannelloni with Savoury Mince

15ml oil
1 small onion, chopped
500g mince
12 cannelloni tubes
5ml salt
Pinch of pepper
500ml medium thick white sauce
80g cheddar cheese, grated

METHOD

1. **Sauté** onions and mince and season to taste.
2. Boil the cannelloni for about 15 minutes or until **al dente. Drain.**
3. Fill the tubes with spiced mince. Arrange in a flat baking dish.
4. Make a medium white sauce and add cheese. Spoon over the cannelloni.
5. Sprinkle a little extra cheese on top and bake for about 25 minutes.

16.1.1 Does this recipe meet the requirements for recipes written in the standard format? Motivate your answer by giving reasons. 5

16.1.2 Identify the cooking methods used in the above recipe and describe each one shortly. 6

16.1.3 Explain the following terms briefly:

a) Sauté 2
b) Al dente 2
c) Drain 1

16.1.4 Name the appropriate measuring apparatus you will use to measure the following:

a) 15 ml oil 1
b) 500 g mince 1

16.2 Study the following recipe and answer the questions below.

<u>Breakfast pancakes</u>
445ml cake flour
10ml baking powder
10ml sugar
3 eggs
500ml buttermilk
55g butter, melted
Method:

1. **Sift** the baking powder and sugar together
2. **Beat** the eggs, buttermilk end melted butter together
3. Make a well in the centre of the flour and add the beaten egg mixture. Beat well so no lumps are visible
4. Heat a non-stick frying pan and spoon one ladleful in the centre of the frying pan. The pancakes are thicker and will take longer to cook
5. Bake for about 2-3 minutes on a side
6. Keep warm and **garnish** with **melted** chocolate

16.2.1 Select the most appropriate apparatus below for:

a) Sifting the flour

b) Beating the eggs

Tabulate your answer as follows:

	Name the apparatus	
a) Sifting of flour		
b) Beating the eggs		2

16.2.2 The recipe uses frying as a cooking method.

a) Which type of frying is used for this recipe? 1
b) Classify this cooking method. 1

16.2.3 Give the definition for the following techniques used in the recipe.

a. Sift 2
b. Beat 2
c. Garnish 2
d. Melt 2

16.2.4 Name the method used to mix the pancakes. 1

16.2.5	Give TWO characteristics of a good end-product.	2
16.2.6	The French word for a pancake is **crépe.** Explain how a **crépe** differs from a pancake.	2
16.2.7	Write down the **mise-en-place** of the recipe.	3
16.2.8	Explain how you would measure the following ingredients:	
	a) Cake flour	4
	b) Buttermilk	3
16.2.9	What is the best way to keep the pancakes warm?	1

17. SALADS

17.1	List and explain the preparation (vegetable cut) of the cabbage for a salad.	2
17.2	Explain how you will prepare carrot julienne	2
17.3	Explain how you will prepare a cucumber ring salad.	2
17.4	List the rules to follow in preparing and serving individual salads.	4
17.5	List FIVE ingredients used in a salad dressing.	5
17.6	Tabulate the difference between “croute” and “crouton”	4

18. SERVICE AND CLEARING TECHNIQUES

18.1 Complete the following by filling in the missing words.

18.1.1 The menu is presented to the host from his/her ____side.

18.1.2 The ____is the person that can make suggestions about wine choices to guests because he has extensive knowledge of wines.

18.1.3 The waiter should go around the table serving the guests in a / an ____manner.

18.1.4 The cleaning of the table before dessert is served is referred to as ____. 4

18.2 List FIVE general procedures you should follow when receiving and seating guests in a restaurant. 5

18.3 Study the picture below. Evaluate the way the waiter is serving the bread roll and give reasons for the lady's reaction. 3

4

18.4 You have accidentally tipped a glass of wine on the table. How will you, the waiter, react to this to ensure the best possible result?

4

18.5 Read the scenario below and answer the questions below.

The restaurant is very busy on a Friday night. Many people finished eating at the same time and were all asking for their bills. One of the waiters gets rather irritated and snaps that he is on his way with the bill. When you look over to his table, you see that the salt and pepper cellars and the dessert dishes are still on the table. The waiter merely takes the bill to the table and places it down. When the customer opens the folder, he has to call another waiter over for a pen. You remove the folder from the table and feel that it is sticky. When the waiter is handed the tip that was left, he is not very appreciative.

18.5.1 Highlight the problems or errors that appear in the case study and explain how these issues can be rectified. 10

18.5.2 Coffee always seems to finish off a meal. Explain the procedure for serving coffee. 5

18.5.3 Recommend THREE important closing Mise-en-place steps that the waiters need to do at the end of the restaurant? 3

18.5.6 Study the following menu and answer the questions.

MENU **LIGHT LUNCH** Fruit Cocktail Lasagne Green salad Crème Brûlée COFFEE / TEA 21 NOVEMBER 2012

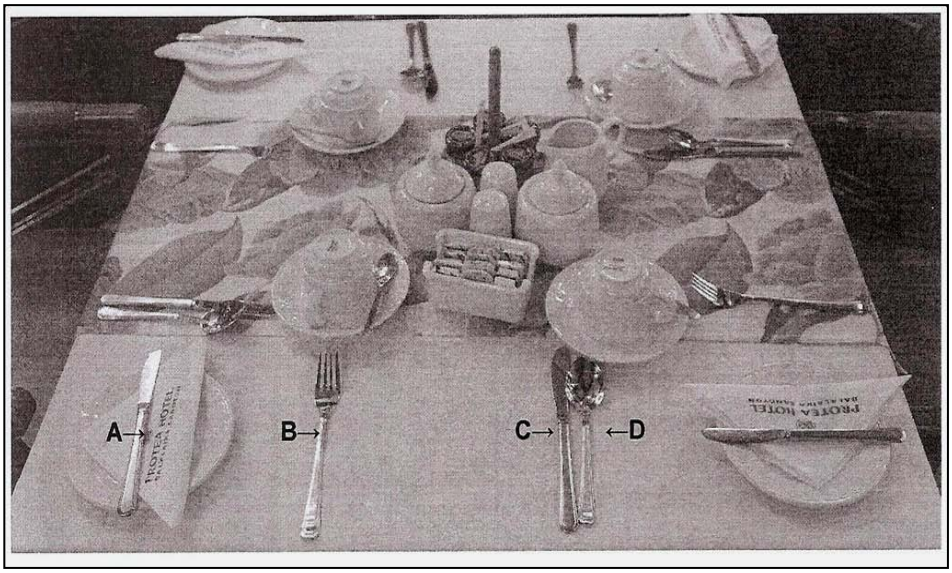
18.6.1 Draw a labeled cover for the above menu. Indicate the distances between the items. (12)

18.6.2 Recommend crockery to serve the following dishes on the menu

a) Fruit Cocktail (1)
b) Crème Brûlée (1)

18.6.3	Briefly discuss the mise-en-place that needs to be done for the glasses before the table is set.	4
18.7	Study the illustration below and recommend how you, as a waiter, will handle this guest in the restaurant. **Waiter treating blind customer** [Bron: *Shutters Teachers Guide* - bladsy 245]	4
18.8	Provide the French term for the head waiter.	1
18.9	Explain the functions the head waiter needs to perform when guests arrive at the restaurant.	3
18.10	Recommend FOUR payment methods that can be used in a restaurant.	4
18.11	Explain the term restaurant mise-en-place.	3
18.12	List FOUR details that should be noted when taking a restaurant booking.	4

18.13 Study the following cover at a hotel and answer the questions below.



a) Identify the <u>type of meal</u> this cover will be used for. 1

b) State how many courses will be served? 1

c) Identify cutlery A, B, C and D (Give the complete name) 4

d) Explain how far should the cutlery be from the edge of the table? 2

e) Identify the mistakes on the above cover. 4

f) Describe the procedure of serving non-alcoholic beverages, such as juice, at the table. 6

18.14 List THREE important things regarding the appearance of a waiter. (3)

18.15 From which side would you do each of the following:

a) Present the menu (1)
b) Serving bread (1)
c) Serve plates containing food (1)
d) Clearing plates (1)

18.16 A Restaurant only serves buffet lunches. Compare the differences between a table buffet and a self service buffet. Tabulate your answer as follows.

	Table buffet	**Self service buffet**
Position of waiters		
Availability of cutlery		

4

18.17 The following menu is served at a light lunch:

LUNCH

LIGHT LUNCH

STARTER
Biltong Salad

MAIN COURSE
Bobotie
Yellow Rice
Pumpkin Fritters
Green Bean Bundles

DESSERT
Peach Crumble with Egg Custard

Coffee / Tea

22 May 2013

(a) Analyse the menu with regard to: 6
i. cutlery
ii. crockery needed for the above mentioned menu.

(b) Discuss briefly FOUR guidelines for the linen that will be used to lay the table for the above mentioned lunch. 4

(c) Name the guidelines that must be kept in mind when bookings are done at a restaurant. 5

(d) Motivate why the guidelines named in (c) above are important for the restaurant manager. 5

White wine and red wine will be served during the lunch

(e) Compare the white wine and red wine glasses with regard to:
- size 1
- placing on the table. 2

(f)	Discuss how the glasses must be washed.	4
(g)	Give guidelines on how to ensure a pleasant atmosphere for the guests in the restaurant.	4
(h)	Name FOUR requirements that waiters should meet regarding their appearance.	4
(i)	Explain why teamwork is necessary in a restaurant	2
(j)	Identify who receives the customer and control the booking.	1
(k)	Describe the correct way of presenting the bill.	3
(l)	The host paid with a American Express Credit Card. Explain the steps to follow when receiving payment by card.	3
18.18	Analyse the following menu and draw an appropriate cover, with labels, that should be laid by the waiters.	4

MENU
Light Lunch

Dill Crab Cakes

***
Roasted Chicken with Cheese Sauce
Duchesse Potatoes
Greek Salad

***
Crème Caramel

Coffee

June 2013

19. COFFEE AND TEA

19.1 Fill in the missing word to complete the statement

(a) _____ is an Indian tea that is traditionally made by brewing tea with a mixture of aromatic Indian herbs and spices.

(b) _____ tea is cultivated in the Western Cape.

(c) Presenting coffee in this manner is known as _____. 3

19.2 Explain the meaning of the following terms referring to tea and coffee.

a) Unfermented
b) Tisanes
c) Blending 6

19.3 Discuss the value of tea to our diet. 2

19.4 Explain how you make your special cup of tea. 5

Nobody makes better tea than you and Five Roses.

19.5 Explain why it is important to roast coffee beans? 2

19.6 Identify the following types of drinks and explain how they are prepared. (6)

19.7 A guest complained about the coffee at the Morningside Hotel. Suggest FOUR possible reasons to explain what could have gone wrong with the preparation of the coffee. 4

19.8 Explain at least one way of preparing filter coffee. List all steps and rules concerned. 2

19.9 List TWO methods of preparing the filter coffee. 2

19.10 Explain how you will prepare Café au Lait. 2

19.11 Explain how you will prepare Mocha Latte. 2