basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2025

MARKS: 200

TIME: 3 hours

This question paper consists of 19 pages.

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INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A:	Short questions (all topics)	(40)
SECTION B:	Kitchen and restaurant operations; Hygiene, safety and security	(20)
SECTION C:	Nutrition and menu planning; Food commodities	(80)
SECTION D:	Sectors and careers; Food and beverage service	(60)

2. Answer ALL the questions in the ANSWER BOOK.

3. Number the answers correctly according to the numbering system used in this question paper.

4. SECTION A: QUESTION 1: Answer all the questions below each other in the ANSWER BOOK without leaving a line, as shown below.

   Correct:
   1.1.1
   1.1.2

   Incorrect:
   1.1.1

   ____
   1.1.2

5. Write neatly and legibly.

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, e.g. 1.1.11 B.

EXAMPLE:

1.1.11 A good source of vitamin C is …

A milk.
B oranges.
C meat.
D bread.

ANSWER:

1.1.11 B

1.1.1 A paper-thin pastry used in the preparation of baklava and spanakopita:

A Puff
B Pur
C Phyllo
D Choux (1)

1.1.2 Choose the CORRECT order in which the dishes below will be written on a four-course dinner menu:

Panna Cotta	**Pumpkin Soup**	**Savoury Tartlets**	**Beef Wellington**
1	**2**	**3**	**4**

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

1.1.3 A product that can be used as both a topping and a filling in desserts:

A Crème brûlée
B Crème caramel
C Crème Chantilly
D Crème fraîche (1)

1.1.4 An event where guests mingle while enjoying finger foods and a variety of cold alcoholic and non-alcoholic beverages:

A Cocktail function
B Formal dinner
C Informal lunch
D Banquet lunch (1)

1.1.5 Waiters in a formal restaurant should remove dirty plates from the tables as follows:

A Stack all plates and cutlery on top of each other.
B Leave the plates on the table until the end of service.
C Ask guests to pass their plates around the table.
D Clear plates once all the guests have finished eating. (1)

1.1.6 The most suitable starter for a guest with diabetes:

A Crudités with hummus
B Bacon and corn fritters
C Ham and cheese palmiers
D Blue cheese soufflés (1)

1.1.7 The equipment used to cover food for room service:

A Tureen
B Cloche
C Hot tray
D Chafing dish (1)

1.1.8 The proteolytic enzymes present in … will prevent the setting of a gelatine dish.

A lemons and bananas
B blueberries and lemons
C paw-paw and pineapple
D strawberries and bananas (1)

Study the list of ingredients of the tomato sauce below to answer QUESTIONS 1.1.9 and 1.1.10.

TOMATO SAUCE

Ingredients
2 g black pepper
250 g water
100 g white sugar
1,5 g sodium benzoate
12,5 g iodised salt
1 kg tomatoes

1.1.9 The ingredients on the tomato sauce label should be listed in this order:

A Sodium benzoate, black pepper, iodised salt, white sugar, water, tomatoes
B Tomatoes, water, white sugar, iodised salt, black pepper, sodium benzoate
C Water, white sugar, black pepper, sodium benzoate, iodised salt, tomatoes
D Tomatoes, water, iodised salt, white sugar, sodium benzoate, black pepper (1)

1.1.10 The chemical preservative used in the tomato sauce:

A White sugar
B Iodised salt
C Black pepper
D Sodium benzoate (1)

1.2 MATCHING ITEMS

Choose the type of marketing tool in COLUMN B that matches the picture in COLUMN A and the description in COLUMN C. Write only the letter (A–E) and the Roman numeral (i–v) next to question numbers (1.2.1 to 1.2.3) in the ANSWER BOOK, e.g. 1.2.4 F (vi).

COLUMN A PICTURE	COLUMN B TYPE OF MARKETING TOOL	COLUMN C DESCRIPTION
1.2.1	A audio visual	(i) includes information that explains the product by stimulating sight only
	B product sample	
	C visual	(ii) the product is marketed more effectively by stimulating the hearing sense only
	D branding	
1.2.2	E audio	(iii) showcases the reviews of the products sold
		(iv) information on the product is described by means of QR codes
1.2.3		(v) can be expensive, stimulates hearing and sight and reaches a wider audience

(3 x 2) (6)

1.3 ONE-WORD ITEMS

Give ONE term/word for each of the following descriptions. Write only the term/word next to the question numbers (1.3.1 to 1.3.10) in the ANSWER BOOK.

1.3.1 A savoury jelly made from a clear meat stock that acts as a coating for displayed food on a buffet

1.3.2 A type of liquor licence that allows customers to purchase liquor and consume it elsewhere

1.3.3 The main raising agent in choux pastry

1.3.4 The ingredient that should be added at the end of the cooking process to prevent the hardening of dried beans

1.3.5 A hotel staff member responsible for welcoming the guests at their vehicles and carrying their luggage

1.3.6 A yeast-based crumpet that is served with sour cream and caviar

1.3.7 A type of offal where the membranes are removed before cooking

1.3.8 A relish made from carrots, onions, chillies and spices

1.3.9 A centralised system that improves the effectiveness of taking food and beverage orders in a restaurant

1.3.10 The disease characterised by rice-watery stools and rapid dehydration (10)

1.4 SELECTION

Study the pictures below and answer the questions that follow. Write only the letter (A–D) next to the question numbers (1.4.1 to 1.4.3) in the ANSWER BOOK, e.g. 1.4.4 E.

A	**B**	**C**	**D**

1.4.1 ONE area that is only non-revenue generating (1)

1.4.2 TWO areas that are only revenue generating (2)

1.4.3 ONE area that is both revenue and non-revenue generating (1)

1.5 **SEQUENCE**

Rearrange the FIVE steps of preparing a crème anglaise in the most efficient order. Write only the letters (A–E) next to the question number (1.5) in the ANSWER BOOK.

A In a mixing bowl, whisk the egg yolks and sugar until pale yellow and thick.
B Heat the egg yolks and milk mixture until the mixture is thick enough to coat the back of a spoon.
C Separate the egg yolks from the egg whites.
D Pour the mixture back into the double boiler.
E Gradually pour scalded milk into the egg yolk mixture while beating with a whisk. (5)

1.6 **SELECTION**

Select FIVE correct procedures of silver service of bread from the list below. Write only the letters (A–J) next to the question number (1.6) in the ANSWER BOOK.

A Bread basket is held on the flat part of the right hand.
B Served after the main course.
C Serve in an anti-clockwise sequence.
D Takes place from the left side of the guest.
E Place the basket in the middle of the table.
F The butter dish must be carried in the left hand.
G Serve the host first.
H Guests can help themselves.
I Use a fork and a spoon to transfer the bread.
J Serve ladies before gentlemen. (5)

TOTAL SECTION A: 40

SECTION B: KITCHEN AND RESTAURANT OPERATIONS; HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1 Study the scenario below and answer the questions that follow.

Sam, a skilled chef, is often sick which affects his work negatively. He has been diagnosed with HIV and because he fears the stigma, he decides to keep his status a secret. His occasional absence from work causes a strain on his colleagues.

2.1.1 Discuss how Sam's absence from work affects staff productivity and the business operations of the hotel. (3)

2.1.2 Justify why Sam should not be restricted from work based on his HIV status. (2)

2.2 Study the scenario below and answer the questions that follow.

Mr Smith and his family made a booking at the Earthland Hotel using the online reservation system.

2.2.1 Explain the benefits of using the online reservation system for the Smith family. (4)

2.2.2 Describe how computers facilitate the process of checking in upon arrival. (3)

2.3 Study the scenario below and answer the questions that follow.

Levile was listening to music on his cellphone while dining at the Maples Restaurant. After he left the restaurant, he realised that he lost his earphones. Jacob, the waiter who was responsible for his table, found the earphones and decided to keep them. Levile returned to the restaurant to look for them. Jacob denied seeing anything. He was rude and not willing to assist.

2.3.1 Criticise Jacob's professional work ethics. (4)

2.3.2 Comment on Jacob's behaviour and the impact it will have on the profitability of the restaurant. (4)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

3.1 Study the case study below and answer the questions that follow.

The Hospitality Studies learners from Berlin High School must plan and host a corporate cocktail function for guests in the school restaurant. The duration of the function will be from 18:00 to 20:00. The learners will be responsible for menu planning and setting up of the venue.	**MENU** Smoked Salmon Canapés Mini Beef Sandwiches Bacon-stuffed Mushrooms Mini Fruit Skewers Chocolate Truffles
COSTS	
Cost of dishes: • Smoked Salmon Canapés: R500,00 • Mini Beef Sandwiches: R640,00 • Bacon-stuffed Mushrooms: R500,00 • Mini Fruit Skewers: R360,00 • Chocolate Truffles: R450,00	Overheads: R150,00 Labour: R100,00 per hour for two cleaners

3.1.1 Determine when the cocktail snacks should be ready for service. (1)

3.1.2 Justify why the snacks in the menu are suitable to serve at a cocktail function. (3)

3.1.3 Evaluate the choice of EACH of the cocktail snacks for a Hindu guest. (5)

3.1.4 Describe how the learners should set up the restaurant for the cocktail function. (4)

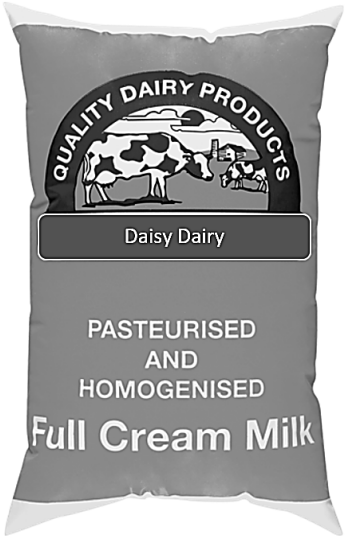
3.2 3.2.1 Calculate the food cost of the cocktail function. Show ALL calculations. (2)

3.2.2 Calculate the selling price of the cocktail function using a food cost percentage of 40%. Show ALL formulas and calculations. (3)

3.2.3 Calculate the net profit. Show ALL formulas and calculations. (4)

3.3 Study the scenario below and answer the questions that follow.

Thandeka bought one-litre sachets of fresh milk at a supermarket.



3.3.1 Describe the preservation method used for the milk in the sachets. (2)

3.3.2 Suggest TWO other methods that could be used to preserve milk for a month or longer. Distinguish between the two methods. Tabulate your answer as follows:

	A	B
Preservation methods	(1)	(1)
Distinguish	(2)	(2)

(6)

3.4 Study the extract below and answer the questions that follow.

Many countries have seen an increase in people following a vegan diet. However, the main health concern for vegans is how to include sufficient nutrients in their diet. The solution is to include a variety of plant-based products such as grains, nuts, seeds and dried pulses in their diet.

3.4.1 Suggest TWO pulses that can be included in a vegan diet. (2)

3.4.2 Motivate why veganism is gaining popularity in many countries. (4)

3.4.3 Justify why adding nuts and seeds in the vegan diet is nutritionally beneficial. (4)

[40]

QUESTION 4

4.1 Study the picture below and answer the questions that follow.

HERTZOGGIES
A chef prepares South African jam-filled tartlets with a coconut meringue topping.

4.1.1 Identify the type of pastry used in the preparation of the Hertzoggies. (1)

4.1.2 State the flour-to-butter ratio for the pastry identified in QUESTION 4.1.1. (1)

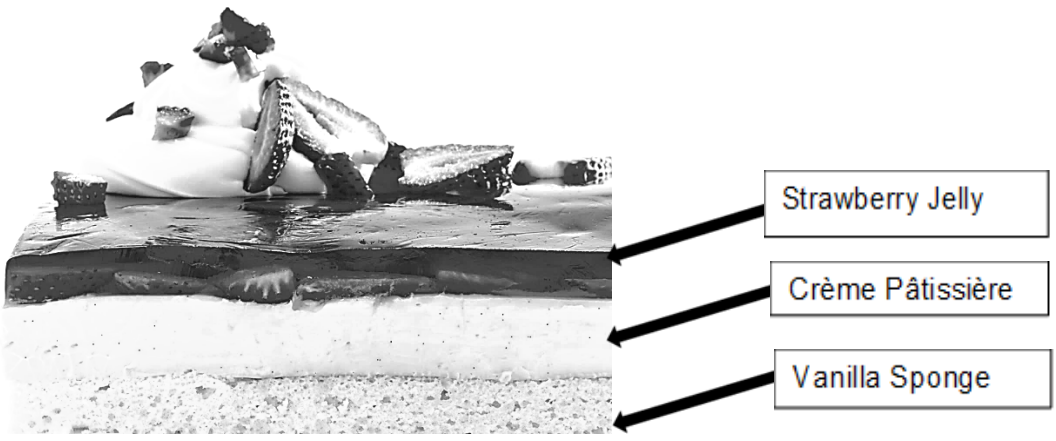
4.1.3 Motivate why applying the following techniques will ensure a successful product:

(a) Cutting in butter with a dough cutter (2)

(b) Resting dough in fridge before rolling (2)

(c) Docking dough before baking (1)

4.2 Study the picture below and answer the questions that follow.



LAYERED TRIFLE WITH FLAIR

4.2.1 Classify the dessert. (1)

4.2.2 Discuss TWO correct methods for dispersing the gelatin used in the preparation of the strawberry jelly. (2)

4.2.3 Justify why the chef should leave the strawberry jelly to thicken to egg white consistency before adding the strawberries. (1)

4.2.4 Recommend storage guidelines for the trifle if it is not served on the day it has been prepared. (4)

4.2.5 Motivate why the crème pâtissière must be allowed to boil during cooking. (2)

4.2.6 Argue whether milk chocolate is a good choice for making chocolate decorations for the trifle. (3)

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

FRENCH CRULLERS
Yield: 15

Ingredients
250 mℓ hot water
115 g butter
24 g sugar
250 mℓ flour
1 mℓ salt
4 eggs

Method
1. Add the butter and sugar to the hot water and heat until the butter has melted.
2. As soon as the water starts boiling, add the flour and salt at once.
3. Stir with a wooden spoon until the mixture forms a paste and leaves the sides of the saucepan.
4. Allow mixture to cool. Add eggs one at a time, beating after each addition.
5. Pipe circles onto individual pieces of greaseproof paper.
6. Heat oil in a saucepan and slide the crullers into the oil.
7. Fry until golden brown and drain on absorbent paper.

4.3.1 Predict the outcome of the French crullers if the water boils for 5 minutes during Step 2. (2)

4.3.2 Explain why extra flour should NOT be added to the paste in Step 3. (2)

4.3.3 Comment on the benefits of following the actions in Step 4. (2)

4.3.4 Motivate why the raw French cruller circles should NOT be placed in cold oil during frying. (1)

4.4 Study the pictures below and answer the questions that follow.

T-BONE STEAK (AAA roller mark)	**KUDU FILLET (No roller mark)**

4.4.1 Name the meat cut from which the T-bone steak is obtained. (1)

4.4.2 Differentiate between a *T-bone steak* and a *Porterhouse steak*. (2)

4.4.3 Recommend the most suitable cooking method for the T-bone steak. Motivate your answer. (2)

4.4.4 Compare the characteristics of the kudu fillet with those of the T-bone steak under the following headings. Tabulate your answer as follows:

	T-BONE STEAK	KUDU FILLET
Marbling		
Fat		
Bone		

(6)

4.4.5 Suggest TWO preparation techniques that can be applied to the kudu fillet to ensure that it is juicy and flavoursome. (2)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS; FOOD AND BEVERAGE SERVICE

QUESTION 5

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

MANDY AND PHUMI SWEET AND SAVOURY DELIGHTS	
Mandy and Phumi started their small business from a food stall at a food market, making 300 snack cups that sell out each Saturday. They currently employ three staff members consisting of two chefs and one cashier. The demand for sweet and savoury snacks is increasing. The ladies plan to expand their business in 2026 by moving to their own premises and employing more staff. They project that they need to sell at least 1 100 snack cups a month to expand their business. Currently the income is R90 000 per month of which R60 000 is allocated to the expenses of the business.	

Assist Mandy and Phumi to complete the information required in a basic business plan. Write only the answers next to the question numbers (5.1.1 to 5.1.5) in the ANSWER BOOK.

Name of business:	5.1.1	(1)
Business short-term goals:		
5.1.2		(2)
Job descriptions:		
5.1.3		(2)
Cash-flow analysis:		
5.1.4		(2)

(7)

5.1.5 Based on the break-even analysis, predict if Mandy and Phumi's business will make enough profit to expand their business. (2)

5.2 Study the advertisement below and answer the questions that follow.

BREW AND LIVE CAFÉ

Special offer: Buy 1 cappuccino, get 1 FREE.
Available every Monday and Wednesday from 08:00 to 11:00.
2 Elfin Glen Road, Nahoon Valley Park
Follow us on Instagram @Brew & Live Cafe

5.2.1 Determine the target market of the Brew and Live Café. (1)

5.2.2 Identify and describe the 4 Ps of the marketing mix applied by Brew and Live Café. (4 x 2) (8)

5.2.3 Discuss how Brew and Live Café, as a small business, will contribute to the economy of the country. (4)

5.3 Study the advertisement below and answer the questions that follow.

JOB OPPORTUNITY

APPLY NOW!! JOIN OUR DYNAMIC TEAM

CLOSING DATE 25/11/2025

Aya Hotel is looking for an accountant to start immediately.

Submit a 2-page CV to Ayahotel@123456.com
Contact details: 077 246 8101
Interview type: Virtual

5.3.1 Name the department at the Aya Hotel for which the vacancy is being advertised. (1)

5.3.2 List THREE duties that the successful candidate will perform. (3)

5.3.3 Discuss the interrelationship between the human resources department and the department named in QUESTION 5.3.1. (4)

[30]

QUESTION 6

6.1 Study the wine labels below and answer the questions that follow.

Since 2019 MIA'S PEAK **2022** **CHENIN BLANC** **SWARTLAND** **SOUTH AFRICA**	**BHUBHU WINES** PREMIUM WINE **SHIRAZ** **1998** **ROBERTSON** **LOCALLY SOURCED INGREDIENTS**
WINE A	**WINE B**

6.1.1 Differentiate between the two types of wine. Tabulate your answer as follows:

	WINE A	WINE B
Harvest year		
Cultivar		
Serving temperature		

(6)

6.1.2 Discuss the procedure the waiter should follow after pouring Wine A into the guests' glasses. (1)

6.2 Describe the steps to follow when cleaning cutlery for restaurant service. (3)

6.3 Explain the procedure the waiter should follow when crumbing down during a formal four-course meal. (4)

6.4 Discuss the CORRECT way a waiter should handle a customer that is making flirtatious remarks. (3)

6.5 Discuss the purpose of the service cloth in the picture below.

(2)

6.6 Study the picture below and answer the questions that follow.

6.6.1 Identify the equipment. (1)

6.6.2 Judge whether the equipment will be suitable for making crêpes Suzette in the event of a power failure. (3)

6.7 Study the picture below and answer the questions that follow.

ELDERFLOWER MOCKTAIL

6.7.1 Identify the technique used to prepare the Elderflower mocktail. (1)

6.7.2 Describe the general rules for preparing the mocktail. (4)

6.7.3 Evaluate the suitability of serving the Elderflower mocktail at a Sweet 16 birthday party. (2)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

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