



Province of the
EASTERN CAPE
EDUCATION

HOSPITALITY STUDIES

GRADE 12

REVISION QUESTIONS

TERM 4

TOPIC: KITCHEN AND RESTAURANT OPERATIONS: COMPUTER OPERATIONS IN THE HOSPITALITY INDUSTRY

All the questions in this document were sourced from previous NSC question papers.

This document consists of 4 pages.

QUESTION 2

NSC NOVEMBER 2016

- 2.3 Study the statement below and answer the questions that follow.

The chef de cuisine at the Hollandaise Restaurant wants to minimise the time he spends shopping in town. He would rather be in the restaurant kitchen monitoring the staff.

- 2.3.1 Recommend an alternative method that the chef de cuisine may use when he needs to purchase produce. (1)
- 2.3.2 List FOUR safe purchasing practices that the chef de cuisine may apply when he uses the method mentioned in QUESTION 2.3.1. (4)

QUESTION 2

FEB-MARCH 2018

- 2.4 Study the scenario below and answer the questions that follow.

Amanda was employed as a waiter at a local hotel recently. She told you that the hotel manager gave her just one look, appointed her and told her to start straight away, without interviewing her or introducing her to the point-of-sale (POS) system.

- 2.4.1 One of the advantages of the POS (point of sale) system is to increase productivity. Evaluate the statement. (3)
- 2.5 Discuss TWO safety practices to follow when purchasing a product online. (2)

QUESTION 2

FEB-MARCH 2017

- 2.3 A restaurant manager considers buying the system below. Study the photograph and answer the questions that follow.



2.3.1 Identify the type of system. (1)

2.3.2 Explain TWO benefits of the system above. (2)

QUESTION 2

NOVEMBER 2017

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



A porter at a hotel immediately reported a handbag and umbrella left behind by a guest to the reception staff.

2.2.2 Explain how the front-office department uses a computer when checking guests in and out. (3)

QUESTION 2

MAY-JUNE 2018

2.2

2.2.1 List the information that needs to be included on a computerised stock sheet. (3)

2.2.2 Explain how the information listed in QUESTION 2.2.1 will benefit an establishment. (3)

QUESTION 2

MAY-JUNE 2019

2.1.3 Suggest how computers can be used to assist with making reservations for the large numbers of tourists. (3)

QUESTION 2

NOVEMBER 2018

- 2.3 Describe how computers can assist the chefs with menu planning. (4)

QUESTION 2

FEB-MARCH 2016

- 2.3 Critically discuss the use of computers for accounting purposes in the hospitality industry. (4)
- 2.4 Motivate the advantages of using computers to make reservations at a hotel. (2)

QUESTION 2

FEB-MARCH 2015

- 2.4 Explain the following: (2)
The computer is a link between the kitchen and customers.