



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2010

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours



This question paper consists of 15 pages + an answer sheet of 2 pages.

INSTRUCTIONS AND INFORMATION**READ THESE INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTIONS.**

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and clearly.
5. Answer SECTION A on the ANSWER SHEET provided.
6. Answer SECTIONS B, C, and D in the ANSWER BOOK.

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are provided as possible answers to the following questions. Choose the answer and make a cross (X) in the block next to the question number (1.1.1 – 1.1.10) on the attached ANSWER SHEET.

EXAMPLE

1.1.11 Kosher food is associated with the ...

- A Buddhists
- B Jews
- C Muslims
- D Christians

ANSWER:

| | | | |
|---|-------------------------------------|---|---|
| A | <input checked="" type="checkbox"/> | C | D |
|---|-------------------------------------|---|---|

1.1.1 ... is a tool through which potential customers are informed about a product.

- A Bargaining
- B Packaging
- C Designing
- D Advertising

(1)

1.1.2 A variety of raw vegetables served on a platter with a dip:

- A canapés
- B pates
- C crudité
- D sandwiches

(1)

1.1.3 White and Rosé wine should be served at a temperature of ...

- A 6 - 7 °C.
- B 8 - 9 °C.
- C 11 - 12 °C.
- D 13 - 14 °C.

(1)

- 1.1.4 One of the main ingredients in Italian meringues is ...
A castor sugar.
B whole eggs.
C sugar syrup.
D cream. (1)
- 1.1.5 When setting tables for a formal dinner, side plates are always positioned to the ... of the cover.
A back
B centre
C right
D left (1)
- 1.1.6 A type of service where guests move in a queue to select food items from the buffet using a tray:
A Cafeteria
B Family
C Russian
D Silver (1)
- 1.1.7 The duty of the sommelier is to ...
A serve the guests the food ordered.
B assist the guests with the choice of the wine and serve the wine.
C clear the plates after the guests have finished eating.
D greet and bid the guests farewell. (1)
- 1.1.8 A suitable pastry for fruit tartlets is ...
A phyllo.
B pâte brisée.
C puff.
D pâte sucrée. (1)
- 1.1.9 Stock taking should take place ...
A if time allows.
B at regular intervals.
C on a monthly basis.
D if theft is suspected. (1)

- 1.1.10 A serious burn can be treated by applying onto the wound.
- A butter
 - B a cold compresses
 - C ice water
 - D ointment
- (1)
- 1.1.11 A young animal with the most tender cuts is graded as ...
- A A – purple
 - B AAA – green
 - C BBB – purple
 - D CCC – green
- (1)
- 1.1.12 Confidence in your ability to deliver an excellent product or service means being ...
- A appropriate.
 - B professional.
 - C positive.
 - D alert.
- (1)
- 1.1.13 The person who has the overall responsibility for the serving of food and drink is the ...
- A hostess.
 - B manager.
 - C executive chef.
 - D maitre d'hôtel.
- (1)
- 1.1.14 The bill for dinner at a popular restaurant for six people comes to R630-00. The customer asks for 10% to be added as gratuity and hands over R700-00. How much change should the customer receive?
- A R30-00
 - B R17-00
 - C R 7-00
 - D R27-00
- (2)
(15)

- 1.2 Choose a description from COLUMN B that matches the term in COLUMN A. Write only the letter (A – F) next to the question number (1.2.1 – 1.2.5) on the attached ANSWER SHEET.

| COLUMN A | COLUMN B |
|--------------------|--|
| 1.2.1 Advertising | A Value for money (large portions at a reasonable price) |
| 1.2.2 Promotions | B The display of your product |
| 1.2.3 Pricing | C A tool by which potential customers are informed about your product |
| 1.2.4 Presentation | D A marketing tool that is effective, but can also cost the business money |
| 1.2.5 Sponsorship | E The location of the business should suit your market |
| | F Big companies promote their products by donating cash or equipment |

(5 x 1) (5)

- 1.3 Choose a description from COLUMN B that matches a dessert in COLUMN A. Write only the letter (A – F) next to the question number (1.3.1 – 1.3.5) on the attached ANSWER SHEET.

| COLUMN A – DESSERT | | COLUMN B – DESCRIPTION |
|--------------------|------------------|--|
| 1.3.1 | Charlotte Russe | A Made with eggs, milk, sugar and flavouring and thickened with starch |
| 1.3.2 | Pavlova | B Layers of fruit salad, lemon ice cream and strawberry ice cream |
| 1.3.3 | Crème Brûlée | C Rich egg custard topped with a crust of caramelized sugar |
| 1.3.4 | Crème Pâtissière | D A cold dessert of Bavarian cream set in a mould lined with finger biscuits |
| 1.3.5 | Vacherin | E A unique meringue with a marshmallow texture served with whipped cream and fresh fruit |
| | | F A crisp sweet meringue shell used as a serving vessel for fruit and ice cream |

(5x1) (5)

- 1.4 Write down the missing word(s). Write only the word(s) next to the question number (1.4.1 to 1.4.5) on the answer sheet.

1.4.1 Buying products using internet is called ...

1.4.2 ... is a disease which is an inflammation of the mucous membrane of the stomach and small intestines.

1.4.3 The people most likely to buy your product is called your ...

1.4.4 Spending budget on items that are not 'used up' but rather those that last for a long time (e.g. stoves) is known as ... expenditure

1.4.5 A ... is an abnormal response to a type of food which is triggered by the immune system.

(5x1) (5)

1.5 Give ONE word/term for each of the following descriptions. Write only the term next to the question number (1.5.1 – 1.5.10) on your answer sheet.

- 1.5.1 A vessel used for serving wine to ensure that the sediment remains in the bottle.
- 1.5.2 The required temperature for serving red wine.
- 1.5.3 A frozen dessert made of fruit juice, water and sugar.
- 1.5.4 A term used when food items, or any other item that has been requisitioned, are then supplied or given out from the store area.
- 1.5.5 A colourless and odourless substance that is extracted from the bones and cartilage of animals.
- 1.5.6 These nuts form an essential ingredient in traditional Italian Pesto sauces.
- 1.5.7 The degree of doneness when meat appears very red and raw in the centre
- 1.5.8 Advertising a product by telephoning potential customers.
- 1.5.9 A well established enterprise that forms part of a chain with a unique owner.
- 1.5.10 A service which is very formal and the food is cooked or completed at a side table, in front of the customer.

(10x1) (10)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS, HEALTH AND SAFETY**QUESTION 2**

2.1 Read the case study below and answer the questions that follow:

Your school is planning a market day and all Grade 12 learners are required to produce and sell a food product. The entrepreneur who makes the most profit on the day will be rewarded a bursary to study further.

- 2.1.1 What do you think should be included in the research to make sure that you have a marketable product? (2)
- 2.1.2 Discuss THREE steps necessary to operate your business successfully so that it will put you in line for the bursary. (3)
- 2.1.3 Suggest SIX points that you will include when designing a leaflet to advertise your product. (6)
- 2.2 Explain how you can maintain “good service” in the Food and Beverage section. (4)
- 2.3 Name FOUR aspects that a waiter should consider with regard to professional conduct when dealing with guests. (4)
- 2.4 Read the case study below and answer the questions that follow:

Elisabeth used a wet dishcloth to remove the baked biscuits from the oven. She threw the baking pan on the floor claiming that her fingers were burnt.

- 2.4.1 Is it possible that she could still burn even though she used a wet dishcloth? Motivate your answer. (2)
- 2.4.2 Classify the burn that Elisabeth has acquired. (1)
- 2.4.3 Describe the treatment for this type of burn. (4)
- 2.5 What step would you take after having provided first aid for a lacerated wound where there are no latex gloves available to you? (2)
- 2.6 A worker in your house accidentally slips and sprains her ankle. List THREE procedures that you should follow before the arrival of an ambulance. (3)

2.7 Infectious diseases can be catastrophic in the food service industry.

2.7.1 Tabulate the differences between tuberculosis and HIV/Aids as follows. Redraw the table in your answer book.

| Differences | Tuberculosis | HIV/Aids |
|--------------------|--------------|----------|
| Type of Infection | | |
| Symptoms | | |
| Possible Treatment | | |

(3)

(3)

(6)

2.8 List THREE possible causes that could transmit gastro-enteritis in the front office environment.

(3)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

3.1 Study the menu below and answer the questions that follow:

| | |
|-------------------------------------|------------------------------|
| MENU | |
| DINNER | |
| Steamed Asparagus | |
| Roasted Pork Chops with Apple Sauce | |
| Pumpkin Ravioli | Stir Fried Frozen Vegetables |
| Potato Salad | |
| Baked Custard | |
| Hot Chocolate | |
| 10 September 2010 | |

3.1.1 Identify the number of courses in the above menu. (1)

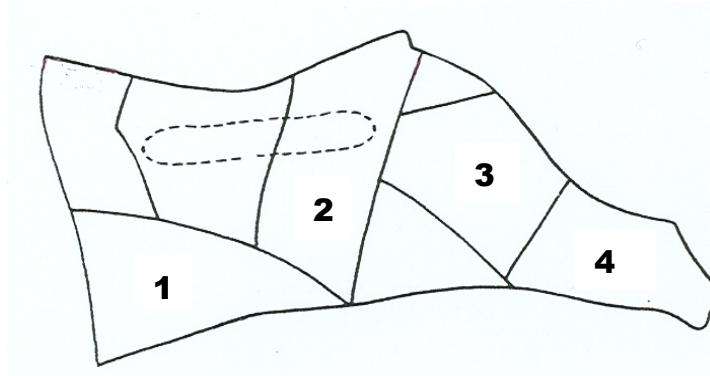
3.1.2 Recommend TWO local South African commodities you could use to replace the (a) starter and (b) the meat dish in the above menu. (2)

3.1.3 Do you consider the menu appropriate for Muslim guests? Motivate your answer. (3)

- 3.1.4 Recommend how the above menu can be changed to suit a person suffering from cholesterol. (5)
- 3.1.5 State FIVE important factors that should be considered when planning the above menu. (5)
- 3.1.6 Stock control is a very important practice in the hospitality industry. Suggest FOUR procedures that a good stock control system will include. (4)
- 3.2 The following information regarding the dinner menu for 25 guests is available:
- Selling price of the menu R2 100
 - Food cost of the menu R800
 - Overheads R400
- 3.2.1 Calculate what it will cost the caterer to prepare the dinner for each person. (2)
- 3.2.2 Calculate the total net profit. (1)
- 3.2.3 Give TWO examples of overhead costs for the above dinner. (2)
- 3.2.4 After serving the 25 guests, crockery should be cleaned and stored. Outline THREE points to consider when storing crockery. (3)
- 3.3 3.3.1 List FOUR steps that should be followed when purchasing on the internet. (4)
- 3.3.2 Explain the concept: "point of sales system". (2)
- 3.4 It is advisable to provide a variety of snacks at a cocktail function. Explain the factors that should be considered when choosing the snacks. (3)
- 3.5 Indicate the number of snacks to be served per person during a cocktail function for each of the following statements:
- 3.5.1 If guests had lunch and no supper
- 3.5.2 If cocktails are served before a meal
- 3.5.3 Sweet "snacks" to round off the function (3)

QUESTION 4

- 4.1 Study the section of the beef carcass below and answer the questions that follow:



- 4.1.1 Identify the parts labelled 1, 2, 3 and 4 in the sketch. (4)
- 4.1.2 Provide ONE suitable cooking method for each of the numbered parts in QUESTION 4.1.1. (4)
- 4.1.3 Discuss the following terminology related to meat:
- (a) Marinating (2)
 - (b) Basting (2)
 - (c) Carving (2)
- 4.2 4.2.1 List THREE uses of puff pastry. (3)
- 4.2.2 Discuss the correct storage of pastry. (4)
- 4.2.3 Provide TWO reasons (each) for the following failures when making short crust pastry:
- (a) hard crust (2)
 - (b) soggy crust (2)
- 4.3 4.3.1 You have to prepare curry, made of dried beans, for your parents. List guidelines that you will follow when boiling the beans. (3)
- 4.3.2 List THREE advantages of using TVP products. (3)

4.4 It is the opening night of the Foundation for Anti-Cruelty to Animals. Your catering company has been asked to do the catering for the event. You were asked to include profiteroles and chocolate soufflés in the menu.

- 4.4.1 Define “profiteroles”. (2)
 - 4.4.2 At which stage would you put the filling in the profiteroles? Motivate your answer. (2)
 - 4.4.3 Suggest TWO main course dishes that are suitable for a lacto-ovo vegetarian that can be included in the menu. (2)
 - 4.4.4 Give a brief description of soufflés. (3)
- [40]**

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

The amount of stock held in a factory is very important and it has to be controlled carefully.

- 5.1 Establish TWO disadvantages (each) of holding ...
 - 5.1.1 too little stock. (2)
 - 5.1.2 too much stock. (2)
- 5.2 Select a suitable wine that can be served with each of the following food items on the dinner menu:
 - 5.2.1 Roast chicken and gravy
 - 5.2.2 Vegetable risotto
 - 5.2.3 Malva pudding (3)

- 5.3 Study the wine label below and explain the following terms that you see on the label:



**CALIFORNIA
CREEKSID VINEYARD**

Produced and Bottled By Wren Oaks Winery, Lodi, CA, USA

Alcohol 12% Bv Volume • 750 ml



- | | | | |
|-------|-------------------|--|-----|
| 5.3.1 | Vintage | (2) | |
| 5.3.2 | Volume indication | (1) | |
| 5.3.3 | Wine of origin | (2) | |
| 5.4 | 5.4.1 | Provide FOUR regulations that wine labelling should comply with according to this act on “consumption” establishments. | (4) |
| | 5.4.2 | Compile a list of points to be checked when alcoholic beverages are delivered. | (3) |

5.5

ONE STOP ACCOMODATION

Ekhaya Hotel with a restaurant has been developed to suit the needs of the 2010 World Soccer Tourists. The hotel's Food and Beverage Department offers venues for cocktail and formal dinner functions.

New special equipment has been bought and new staff members have been employed. The restaurant has to display an atmosphere of informal ethnic elegance.

- 5.5.1 A professional appearance instils a sense of confidence in employees, employers and the public. Comment on the above statement with regard to how the staff of Ekhaya could maintain a professional dress code. (5)
- 5.5.2 A cocktail function is to be held for the tourists at Ekhaya Hotel. Explain how the staff of Ekhaya would set up the tables for the cocktail function. (4)
- 5.5.3 Recommend ways in which the atmosphere of informal ethnic elegance can be achieved at Ekhaya restaurant. (5)
- 5.5.4 Explain the procedure of opening mise-en-place performed by a waiter. (5)
- 5.5.5 A bain-marie has been bought for the Ekhaya restaurant. Explain its functioning. (2)

TOTAL SECTION D: 40**GRAND TOTAL: 200**

ANSWER SHEET

| | |
|----------------------------|--|
| EXAMINATION NUMBER: | |
|----------------------------|--|

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Make a cross (X) over the letter of your choice.

| | | | | |
|--------|---|---|---|---|
| 1.1.1 | A | B | C | D |
| 1.1.2 | A | B | C | D |
| 1.1.3 | A | B | C | D |
| 1.1.4 | A | B | C | D |
| 1.1.5 | A | B | C | D |
| 1.1.6 | A | B | C | D |
| 1.1.7 | A | B | C | D |
| 1.1.8 | A | B | C | D |
| 1.1.9 | A | B | C | D |
| 1.1.10 | A | B | C | D |
| 1.1.11 | A | B | C | D |
| 1.1.12 | A | B | C | D |
| 1.1.13 | A | B | C | D |
| 1.1.14 | A | B | C | D |

(15)

1.2 MATCHING ITEMS

| | |
|-------|--|
| 1.2.1 | |
| 1.2.2 | |
| 1.2.3 | |
| 1.2.4 | |
| 1.2.5 | |

(5)

1.3 MATCHING ITEMS

| | |
|-------|--|
| 1.3.1 | |
| 1.3.2 | |
| 1.3.3 | |
| 1.3.4 | |
| 1.3.5 | |

(10)

1.4 FILL IN THE MISSING WORD(S)

| | |
|-------|--|
| 1.4.1 | |
| 1.4.2 | |
| 1.4.3 | |
| 1.4.4 | |
| 1.4.5 | |

(5)

1.5 ONE-WORD ITEMS

| | |
|--------|--|
| 1.5.1 | |
| 1.5.2 | |
| 1.5.3 | |
| 1.5.4 | |
| 1.5.5 | |
| 1.5.6 | |
| 1.5.7 | |
| 1.5.8 | |
| 1.5.9 | |
| 1.5.10 | |

(10)

TOTAL SECTION A: 40

1.3 PASITEMS

| | |
|-------|--|
| 1.3.1 | |
| 1.3.2 | |
| 1.3.3 | |
| 1.3.4 | |
| 1.3.5 | |

(10)

1.4 VUL DIE ONTBREKENDE WOORD(E) IN

| | |
|-------|--|
| 1.4.1 | |
| 1.4.2 | |
| 1.4.3 | |
| 1.4.4 | |
| 1.4.5 | |

(5)

1.5 EENWOORD-ITEMS

| | |
|--------|--|
| 1.5.1 | |
| 1.5.2 | |
| 1.5.3 | |
| 1.5.4 | |
| 1.5.5 | |
| 1.5.6 | |
| 1.5.7 | |
| 1.5.8 | |
| 1.5.9 | |
| 1.5.10 | |

(10)

TOTAAL AFDELING A: 40

ANTWOORDBLAD

| | |
|----------------|--|
| EKSAMENNUMMER: | |
|----------------|--|

AFDELING A

VRAAG 1

1.1 MEERVOUDIGEKEUSE-VRAE

Maak 'n kruisie (X) oor die letter van jou keuse.

| | | | | |
|--------|---|---|---|---|
| 1.1.1 | A | B | C | D |
| 1.1.2 | A | B | C | D |
| 1.1.3 | A | B | C | D |
| 1.1.4 | A | B | C | D |
| 1.1.5 | A | B | C | D |
| 1.1.6 | A | B | C | D |
| 1.1.7 | A | B | C | D |
| 1.1.8 | A | B | C | D |
| 1.1.9 | A | B | C | D |
| 1.1.10 | A | B | C | D |
| 1.1.11 | A | B | C | D |
| 1.1.12 | A | B | C | D |
| 1.1.13 | A | B | C | D |
| 1.1.14 | A | B | C | D |

(15)

1.2 PASITEMS

| | |
|-------|--|
| 1.2.1 | |
| 1.2.2 | |
| 1.2.3 | |
| 1.2.4 | |
| 1.2.5 | |

(5)

EEN-STOP AKKOMMODASIE

Ekhaya Hotel met 'n restaurant is ontwikkel om in die behoeftes van die 2010 Wêreldsoeker Toeriste te voorsien. Die hotel se Voedsel- en Drinkdepartement bied lokale aan vir skemerkelkies en formele aandete funksies.

Nuwe spesiale apparaat is aangekoop en nuwe personeellede is aangestel. Die restaurant moet 'n atmosfeer van informele etniese elegansie weerspieël.

5.5

- 5.5.1 'n Professionele voorkoms skep 'n indruk van vertroue in werknemers, werkgewers en die publiek. Lewer kommentaar op hierdie stelling met betrekking tot hoe Ekhaya se personeel professionele kleredragreëls kan handhaaf. (5)
- 5.5.2 'n Skemerkelkie funksie gaan gehou word vir die toeriste by die Ekhaya Hotel. Verduidelik hoe die personeel van Ekhaya die tafels sal dek vir die skemerkelkiefunksie. (4)
- 5.5.3 Stel maniere voor van hoe 'n atmosfeer van informele etniese elegansie geskep kan word by Ekhaya-restaurant. (5)
- 5.5.4 Verduidelik die prosedures vir die openings-*mise-en-place* aan die begin van die funksie gedoen deur die klerner. (5)
- 5.5.5 'n Bain-marie is aangekoop vir die Ekhaya-restaurant. Verduidelik hoe dit werk. (2)

TOTAAL AFDELING D: 40

GROOTTOTAAL: 200

5.3 Bestudeer die wyn-etiket hieronder en verduidelik die volgende terme wat jy op die etiket sien:



Produced and Bottled By Wren Oaks Winery, Lodi, CA, USA

Alcohol 12% By Volume • 750 ml



- | | | |
|-------|--|-----|
| 5.3.1 | Oesjaar (vintage) | (2) |
| 5.3.2 | Volume | (1) |
| 5.3.3 | Oorsprong | (2) |
| 5.4 | Verskaf VIER regulasies waaraan wyn-etikette moet voldoen na aanleiding van hierdie wet op “perseelverbruik”-instansies. | (4) |
| 5.4.2 | Stel ’n lys van riglyne saam wat gekontroleer moet word wanneer alkoholiese drank afgelewer word. | (3) |

- 4.4 Dit is die openingsaand van die "Bond teen wreedheid teenoor diere". Jou spysenieringsmaatskappy is gevra om die spyseniering vir die geleentheid te doen. Jy is gevra om profiteroles en sjokolade souffl es by die spyskaart in te sluit.
- 4.4.1 Definieer "profiteroles". (2)
- 4.4.2 Op watter stadium sal jy die profiteroles vul? Motiveer jou antwoord. (2)
- 4.4.3 Sluit in die hoofmaaltyd TWEE disse in wat geskik is vir lakto-ovo vegetari ers. (2)
- 4.4.4 Gee  n kort beskrywing van souffl es. (3)
- [40]

TOTAAL AFDELING C: 80

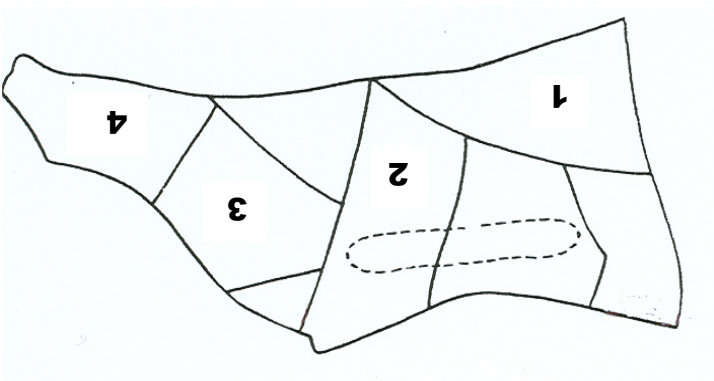
AFDELING D: VOEDSEL- EN DRANKBEDIENING

VRAAG 5

- Die hoeveelheid voorraad wat in  n fabriek aangehou word is baie belangrik en moet versigtig gekontroleer word.
- 5.1 Stel TWEE nadele(elk) vas van die aanhou van ... (2)
- 5.1.1 te min voorraad. (2)
- 5.1.2 te veel voorraad. (2)
- 5.2 Kies  n geskikte wyn wat bedien kan word saam met elk van die volgende voedselitems op die aandete spyskaart:
- 5.2.1 Geroosterde hoender en sous (3)
- 5.2.2 Groente risotto
- 5.2.3 Malvapoeding (3)

VRAAG 4

- 4.1 Bestudeer die gedeelte van die beeskarkas hieronder en beantwoord die vrae wat volg:



- 4.1.1 Identifiseer die gedeeltes genommer 1, 2, 3 en 4 in die skets. (4)
- 4.1.2 Steel EEN geskikte kookmetode voor vir elkeen van die genommerde gedeeltes in VRAAG 4.1.1. (4)
- 4.1.3 Bespreek die volgende terme in verband met vleis: (3)
- (a) Marinering
 - (b) Bedruiping
 - (c) Voorsny
- 4.2 Noem DRIE gebruike van skilferdeeg. (3)
- 4.2.1 Bespreek die korrekte berging van pasteideeg. (4)
- 4.2.2 Verskat TWEË redes elk vir die volgende foute wanneer broskorsdeeg gemaak word: (2)
- (a) harde kors
 - (b) pap kors
- 4.3 Jy moet vir jou ouers kerrie van droë bone maak. Maak 'n lys van riglyne wat jy sal volg wanneer jy die bone kook. (3)
- 4.3.2 Noem DRIE voordele van die gebruik van TVP-produkte. (3)

| | | |
|-------|--|------------|
| 3.1.4 | Beveel aan hoe die bostaande spyskaart verander kan word om geskik te wees vir 'n persoon wat aan cholesterol ly. | (5) |
| 3.1.5 | Skryf VYF belangrike faktore neer wat oorweeg moet word as jy bogenoemde spyskaart beplan. | (5) |
| 3.1.6 | Voorraadbeheer is 'n baie belangrike praktyk in die gasvryheidsbedryf. Stel VIER prosedures voor wat ingesluit sal wees in 'n goeie voorraadbeheer stelsel. | (4) |
| 3.2 | Die volgende inligting aangaande die aandete spyskaart vir 25 gaste is beskikbaar: Verkoopsprys van die spyskaart R2 100 Voedselkoste van die spyskaart R800 Oorhoofse koste R400 | |
| 3.2.1 | Bereken wat dit die spyseier per persoon sal kos om die aandete voor te berei. | (2) |
| 3.2.2 | Bereken die netto wins. | (1) |
| 3.2.3 | Gee TWEE voorbeelde van oorhoofse kostes vir bostaande spyskaart. | (2) |
| 3.2.4 | Nadat die 25 gaste bedien is moet breekgoed skoonmaak en weggebore word. Skryf DRIE punte neer wat oorweeg moet word as breekgoed gestoor word. | (3) |
| 3.3 | 3.3.1 Lys VIER stappe wat gevolg moet word wanneer aankope op die internet gedoen word. 3.3.2 Verduidelik die begrip "verkooppuntstelsel". | (4) (2) |
| 3.4 | Dit word aanbeveel dat om 'n verskeidenheid van happies te voorsien by 'n skemerkelkiesontheel. Verduidelik die faktore wat oorweeg moet word wanneer die happies gekies word. | (3) |
| 3.5 | Dui die getal happies aan wat per persoon bedien sal word gedurende 'n skemerkelkiesfunksie vir elk van die volgende stellings: 3.5.1 Gaste het middagete gehad maar nie aandete nie 3.5.2 As skemerkelkies bedien word voor 'n maaltyd 3.5.3 Soet "happies" om maaltyd mee af te sluit | (3) |

Aansteekelijke ziektes kan katastrofies wees in die voedseldiens industrie.

Tabuleer die verskille tussen tuberkulose en HIV/Vigs soos volg. Teken die tabel oor in jou ANTWOORDEBOEK.

(3)

| | | |
|-----------------------|--------------------|-----------------|
| Verskillie | Tuberkulose | HIV/Vigs |
| Tipe infeksie | | |
| Simptome | | |
| Moontlike behandeling | | |

Noem DRIE moonlijke oorzake van die oordrag van gastro-enteritis in die voorantoor.

AFDELING B: VOEDSELPRODUCTIE

Bestudeer die onderstaande spyskaart en beantwoord die vrae wat volg:

SPYSKAART

AANDETE

Gestoomde Aspersies

Geroosterde Vark Chops met Appelsous

Pampoen Ravioli

Roerbraai Gevriesde Groentes

Aartappelslaai

Gebakte vla

Warm Sjokolade

10 September 2010

Identificeer die aantal gange in die postande spyskaart.

Beveel TWEE plaaiklike kommoditee aan wat jy kan gebruik om die (a) voorgereg en (b) die vleisdis in postaande spyskaart te vervang.

Beskou jy die spyskaart geskik vir Moslem-gaste? Motiveer jou antwoord.

AFDELING B: GASVRYHEIDSKONSEPTE, GESONDHEID EN VEILIGHEID

VRAAG 2

- 2.1 Lees onderstaande gevallestudie en beantwoord die vrae wat volg:
- Jou skool beplan 'n markdag en daar word van al die graad 12-leerlinge vereis om 'n voedselprodukt te maak en te verkoop. Die entrepreneur wat die meeste wins op die dag maak sal beloon word met 'n beurs om verder te studeer.
- 2.1.1 Wat dink jy moet ingesluit word in die navorsing om te verseker dat jy 'n bemarkbare produk het? (2)
- 2.1.2 Bespreek DRIE stappe wat nodig is om jou onderneming suksesvol te bedryf sodat jy in aanmerking sal kom vir die beurs. (3)
- 2.1.3 Stel SES punte voor wat jy sal insluit wanneer jy 'n brosjure ontwerp om jou produk te adverteer. (6)
- 2.2 Verduidelik hoe jy "goeie diens" in die Voedsel en Drank afdeling kan handhaaf. (4)
- 2.3 Noem VIER aspekte wat 'n keiner moet oorweeg met betrekking tot professionele gedrag, as hy met gaste werk. (4)
- 2.4 Lees die onderstaande gevallestudie en beantwoord die vrae wat volg:
- Elisabeth het 'n nat vadoek gebruik om die gebakte koekies uit die oond te haal. Sy het die bakpan op die grond gegooi en gesê dat sy haar vingers verbrand het.
- 2.4.1 Is dit moontlik dat sy nog sal brand alhoewel sy 'n nat vadoek gebruik het? Motiveer jou antwoord. (2)
- 2.4.2 Klassifiseer die tipe brandwond wat Elisabeth opgedoen het. (1)
- 2.4.3 Beskryf die behandeling vir hierdie tipe brandwond. (4)
- 2.5 Wat sal jy doen nadat jy noodhulp toegepas het op 'n oop wond en daar was geen lateks-handskoene beskikbaar vir jou nie? (2)
- 2.6 'n Werker in jou huis het per ongeluk gegly en haar enkel verstuit. Lys DRIE prosedures wat jy moet volg voordat die ambulans opdaag. (3)

1.5 Gee EEN woord/term vir elk van die volgende beskrywings. Skryf slegs die term langs die vraagnommer (1.5.1 – 1.5.10) op jou antwoordblad.

- 1.5.1 'n Houer wat gedurende wynbediening gebruik word om te verseker dat die sediment in die bottel agterbly.
- 1.5.2 Die korrekte temperatuur vir die bediening van rooiwyn.
- 1.5.3 'n Bevore poeding wat met vrugtesap, water en suiker gemaak word.
- 1.5.4 'n Term wat gebruik word wanneer kos-items of enige ander item wat aangevra is, verskat of uit die pakkamer uitgereik word.
- 1.5.5 'n Kleurlose en geurlose middel wat uit diere se bene en kraakbeene verkry word.
- 1.5.6 Hierdie neut is 'n noodsaaklike bestanddeel in tradisionele Italiaanse Pestosouse.
- 1.5.7 Die graad van gaarheid as vleis baie rooi en rou in die middel is.
- 1.5.8 Om die produk te adverteer deur potensiele kliente te bel.
- 1.5.9 'n Goed gevestigde onderneming wat deel vorm van 'n kettinggroep, met 'n unieke eienaar.
- 1.5.10 'n Bediening wat baie formeel is en waar kos op 'n sy-tafeltjie gaargemaak of voltooi word, voor die klant.

(10x1) (10)

TOTAAL AFDELING A: 40

1.3 Kies 'n beskrywing in KOLOM B wat by die nagereg in KOLOM A pas. Skryf slegs die letter (A – F) langs die vraagnommer(1.3.1 – 1.3.5) op die aangehegte ANTWOORDBLAD neer.

| KOLOM A – NAGEREG | | KOLOM B – BESKRYWING |
|-------------------|------------------|--|
| 1.3.1 | Charlotte Russe | A Gemaak met eiers, melk suiker en geursel en verdik met stysel |
| 1.3.2 | Pavlova | B Verskillende lae vrugteslaai, suurlemoen- roomys en aarbeiroomys |
| 1.3.3 | Crème Brûlée | C Ryk eiervla bedek met 'n laag gekaramelliseerde suiker |
| 1.3.4 | Crème Pâtissière | D 'n Koue poeding Bavaarse room geset in 'n voering uitgevoer met vingerbeskuit |
| 1.3.5 | Vacherin | E 'n Unieke meringue met 'n malvalkekterkstuur bedien met geklopte room en vars vrugte |
| | | F 'n Ronde, harde meringuedop gevul met vrugte en roomys. |

(5x1) (5)

1.4 Vul die ontbrekende woord(e) in. Skryf slegs die ontbrekende woord(e) langs die vraagnommer (1.4.1 tot 1.4.5) op die antwoordblad.

- 1.4.1 Om produkte oor die internet te bestel word... genoem.
- 1.4.2 ... is 'n ontsteking van die slymvlies van die maag en dunderm.
- 1.4.3 Die mense wat mees waarskynlik jou produk sal koop word jou ... genoem.
- 1.4.4 Besteding van die begroting op items wat nie “opgebruik” word nie, maar lank hou byvoorbeeld stowe word ...-besteding genoem.
- 1.4.5 'n ... is 'n buitengewone reaksie op voedsel wat deur die immuunstelsel veroorsaak word.

(5x1) (5)

1.2 Kies 'n beskrywing in KOLOM B wat by die term in KOLOM A pas. Skryf Slegs die letter (A – F) langs die vraagnummer (1.2.1 – 1.2.5) op die aangehegte ANTWOORDBLAD.

| KOLOM A | KOLOM B |
|-------------------|---|
| 1.2.1 Advertisies | A Waarde vir geld (groot porsies teen redelike pryse) |
| 1.2.2 Promosies | B Die uitstalling van jou produk |
| 1.2.3 Prys | C Midele waarmee potensiële kliënte oor jou produk ingelig word |
| 1.2.4 Aanbieding | D 'n Bemarkingsmiddel wat effektiëf is maar wat die onderneming ook baie geld kan kos |
| 1.2.5 Borge | E Die ligging van die onderneming moet die mark pas |
| | F Groot maatskappye bevorder hul produkte deur kontant of apparaat te skenk |

(5 x 1) (5)

- 1.1.10 'n Ernstige brandwond kan behandel word deur ... op 'n wond toe te pas.
- A botter
B koue kompres
C yswater
D salt
- (1)
- 1.1.11 'n Jong dier met die sagste snitte word as ... gegradeer.
- A – pers
B AAA – groen
C BBB – pers
D CCC – groen
- (1)
- 1.1.12 Vertroue in jou vermoë om 'n uitstekende produk of diens te lewer beteken jy is ...
- A geskik.
B professioneel.
C positief.
D wakker.
- (1)
- 1.1.13 Die persoon wat algeheel verantwoordelik is vir die bediening van voedsel en drank is die ...
- A gasvrou.
B bestuurder.
C uitvoerende sjef.
D maitre d'hôtel.
- (1)
- 1.1.14 Die rekening vir aandete vir ses persone by 'n gewilde restaurant beloop R630-00. Die kliënt vra dat 'n 10% fooitjie bygevoeg word en oorhandig R700-00. Hoeveel klein geld sal die kliënt ontvang?
- A R30-00
B R17-00
C R 7-00
D R27-00
- (2)
- (15)

- 1.1.4 Een van die hoofbestanddele in Italiaanse meringues is ...
 A strooisuiker.
 B heel eiers.
 C suikerstroop.
 D room.
 (1)
- 1.1.5 Wanneer tafels vir 'n formele ete gedek word, word kleinbordjies altyd ... van die gedekte plek geplaas.
 A aan agterkant
 B in middel
 C regs
 D links
 (1)
- 1.1.6 'n Bedieningsstyl waar gaste 'n skinkbord kry en in 'n ry beweeg terwyl hulle kos-items uit die buffet kies.
 A Kafeteria
 B Familie
 C Russiese
 D Silwer
 (1)
- 1.1.7 Die plig van die sommelier is om ...
 A die gaste te bedien met die kos wat bestel is.
 B die gaste te help met die keuse van die wyn en hulle wyn aan hulle te bedien.
 C die borde af te dek as die gaste klaar geëet het.
 D gaste te groet en te vergesel tot by die deur.
 (1)
- 1.1.8 'n Geskikte pastei-deeg vir vrugtetertjies is ...
 A filo.
 B pâte brisée.
 C skilferkors.
 D pâte sucrée.
 (1)
- 1.1.9 Voorraadopname moet plaasvind ...
 A as daar tyd is.
 B op 'n gereelde basis.
 C op 'n maandeliks basis.
 D as diefstal vermoed word.
 (1)

AFDELING A

VRAAG 1

1.1 MEERVOUDIGEKEUSE-VRAE

Verskeie opsies word as moontlike antwoorde vir die volgende vrae gegee. Kies die antwoord en maak 'n kruisie (X) in die blokkie (A – D) langs die vraagnummer (1.1.1 – 1.1.10) op die aangehegte ANTWOORDBLAD.

VOORBEELD

1.1.11 Kosjer voedsel word met... geassosieer.

- A Boeddhiste
B Jode
C Moslems
D Christene

ANTWOORD:

| | | | |
|---|--------------|---|---|
| A | B | C | D |
|---|--------------|---|---|

1.1.1 ... is 'n instrument waarmee potensiele kliente oor 'n produk ingelig word.

- A Bedinging
B Verpakking
C Ontwerp
D Reklame

1.1.2 'n Verskeidenheid rou groente bedien op 'n skinkbord met 'n doopsous:

- A canapés
B patees
C crudité
D toebroodjies

1.1.3 Wit en Rosé wyn word bedien teen 'n temperatuur van ...

- A 6 - 7 °C.
B 8 - 9 °C.
C 11 - 12 °C.
D 13 - 14 °C.

(1)

INSTRUKSIES EN INLIGTING**LEES HIERDIE INSTRUKSIES AANDAGTIG DEUR VOORDAT JY DIE VRAE
BEANTWOORD.**

1. Beantwoord AL die vrae.
2. Lees AL die vrae aandagtig.
3. Nommer die antwoorde korrek volgens die nommeringsselsel wat in hierdie
vraestel gebruik is.
4. Skryf netjies en leesbaar.
5. Beantwoord AFDELING A op die aangehegte ANTWOORDBLAD.
6. Beantwoord AFDELING B, C en D in die ANTWOORDEBOEK.



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**NASIONALE
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Hierdie vraestel bestaan uit 15 bladsye + 'n antwoordblad van 2 bladsye.