



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2012

MARKS: 200

TIME: 3 hours



This question paper consists of 15 pages and a 1-page answer sheet.



INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A:	Short questions	(40)
SECTION B:	Hospitality concepts and health and safety	(40)
SECTION C:	Food preparation	(80)
SECTION D:	Food and beverage service	(40)
2. Answer ALL the questions.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Answer SECTION A on the attached ANSWER SHEET. Write the centre number and your examination number at the top of the ANSWER SHEET, detach it and place it in the FRONT of the ANSWER BOOK.
5. Answer SECTIONS B, C and D in the ANSWER BOOK.
6. Write neatly and legibly.



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 (A–D) next to the question number (1.1.1–1.1.10) on the attached ANSWER SHEET.

EXAMPLE:

1.1.11 Being ... is the ability to recognise others as individuals with different personalities.

- A willing
- B tolerant
- C honest
- D alert

ANSWER:

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

1.1.1 A non-verbal form of communication that is important for professional ethics is ...

- A body language.
- B negative attitude.
- C physical fitness.
- D being intolerant.

(1)

1.1.2 Marina accidentally burnt her hand while deep-frying fritters. ONE of the following procedures should be administered in such an instance:

- A Place the hand in cold oil for 20 minutes.
- B Place the hand in warm oil for 20 minutes.
- C Place the hand under warm running water for 20 minutes.
- D Place the hand under cold running water for 20 minutes.

(1)

1.1.3 ONE of the following items of information is included on a stock sheet:

- A Nutrition
- B Budget
- C Goods
- D Suppliers

(1)



- 1.1.4 The piece of equipment used to check the amount of beer left in a barrel during stocktaking is a ...
A gauge.
B canister.
C measuring jug.
D keg miser. (1)
- 1.1.5 An example of a fixed cost used when calculating the selling price of a menu is ...
A equipment.
B labour.
C lights.
D stationery. (1)
- 1.1.6 It is generally advisable to have ... different kinds of snacks (both hot and cold) for a cocktail function.
A 2–4
B 6–8
C 10–12
D 12–14 (1)
- 1.1.7 Over-handling of pastry dough will result in a ...
A thick and doughy crust.
B crust shrinking in the pan.
C soggy lower crust.
D thin brittle crust. (1)
- 1.1.8 A liquor licence holder may not employ a person under the age of ... to sell alcohol.
A 16
B 18
C 21
D 25 (1)
- 1.1.9 Crumbing down should take place after the ...
A starter.
B entrée.
C main course.
D dessert. (1)
- 1.1.10 When paying by card the most important aspect to check is the ...
A name of the bank.
B colour of the card.
C expiry date.
D issue date. (1)



- 1.2 Select a dish from the list below that matches the country of origin (1.2.1–1.2.5). Write down only the dish next to the question number (1.2.1–1.2.5) on the attached ANSWER SHEET.

hamburgers; waffles and crêpes; Lamingtons; curry and rice; bangers and mash; Sachertorte; sushi; infino; tacos
--

1.2.1 England

1.2.2 Japan

1.2.3 USA

1.2.4 South Africa

1.2.5 Australia

(5)

- 1.3 FILL IN THE MISSING WORD(S)

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.3.1–1.3.10) on the attached ANSWER SHEET.

1.3.1 The document that a job applicant presents, describing personal details, knowledge and experience, is called a ...

1.3.2 ... indicates that the staff member is reacting quickly to a customer's needs.

1.3.3 When a person is choking, the ... manoeuvre is applied to relieve the obstruction.

1.3.4 Purchases done via a computer is known as ... shopping.

1.3.5 ... stock indicates that the maximum stock is available until further deliveries.

1.3.6 When supplies are delivered it should be checked against the ...

1.3.7 Guests should be acknowledged within ... seconds of entering the establishment.

1.3.8 A group of people working together to accomplish a common goal is a ...

1.3.9 Cutlery for the main course should be placed ... cm from the edge of the table.

1.3.10 In ... service food is transferred from a flat dish to the guest's plate.

(10)



1.4 MATCHING ITEMS

Choose a description from COLUMN B that matches the service in COLUMN A. Write only the letter (A–G) next to the question number (1.4.1–1.4.5) on the attached ANSWER SHEET.

COLUMN A	COLUMN B
1.4.1 Family service	A a variety of food items displayed on a table and guests help themselves
1.4.2 Cafeteria service	B food platters brought from the kitchen and placed at the head of the table
1.4.3 French service	C plated food brought in from the kitchen
1.4.4 Buffet	D guests select and serve themselves from dishes placed on the table
1.4.5 Gueridon	E food is prepared on a trolley in the presence of the customer
	F guests select food items and place it on a tray
	G food, pre-carved and portioned in dishes and served from the left

(5 x 1)

(5)



1.5 CHOOSE THE CORRECT ANSWERS

Various options are provided as possible answers to the following questions. Choose the answers and make a cross (X) in the blocks (A–H) next to the question number (1.5.1–1.5.3) on the attached ANSWER SHEET.

1.5.1 Identify THREE symptoms of tuberculosis:

- A Night sweat
 - B Diarrhoea
 - C Vomiting
 - D Coughing blood
 - E Chest pains
 - F Abdominal pain
- (3)

1.5.2 Identify FOUR vital signs that you will check when treating basic injuries:

- A Sweating
 - B Breathing
 - C Skin colour
 - D Thirst
 - E Blood pressure
 - F Panic
 - G Level of consciousness
 - H Restlessness
- (4)

1.5.3 Identify THREE services that a waiter performs from the left:

- A Crumbing down
 - B Unfold the napkin
 - C Serve coffee
 - D Serve bread
 - E Silver service
 - F Serve plated food
- (3)

TOTAL SECTION A: 40



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

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

TUCK SHOP TO BE OPENED

The Student Organisation of Thabalethu High School decided to open a tuck shop as a means of fundraising for learners who are suffering from HIV and Aids at their school. They suggested to the school management team that some of the affected learners be involved in the cooking and selling of the food during break times. The learners will be selling everything from sweets, cakes, russians, vetkoek, hot dogs and fish and chips. Thabalethu is a boarding school far from town with 500 learners, 25 teachers and 20 non-teaching staff.

Some learners are afraid of being contaminated with the virus. A Life Orientation teacher argues that medical authorities say that there is no known risk of HIV transmission in the food-and-beverage service industry.

- 2.1.1 Identify the target market in the above case study. (2)
- 2.1.2 Calculate the market size. Show ALL calculations. (4)
- 2.1.3 Do you think it is possible for the learners involved in the above project to transmit HIV and Aids to other learners? Motivate your answer. (2)
- 2.1.4 Give a reason for each of the following statements made by the nurse in her address at the school: (3)
- (a) ARVs must be taken every day at the same time as prescribed.
 - (b) Take vitamin supplements.
 - (c) Eat fresh fruit and vegetables.

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

The school tuck shop in QUESTION 2.1 should be given a new image, as it was not in use for a long time and therefore closed for a short while. It should also be marketed in the school newspaper to inform all potential customers about the re-opening. Luckily the Hospitality teacher is willing to train some learners in food preparation and there are more than enough enthusiastic candidates. They need to make an effort since there are some street vendors outside the school gate, selling fish, chips and cool drinks.

- 2.2.1 Recommend SIX marketing tools that the learners can use to promote the re-opening. (4)



- 2.2.2 Discuss FOUR positive and FOUR negative factors that should be considered before re-opening the tuck shop. (8)
- 2.2.3 Identify TWO entrepreneurial opportunities that can be out-sourced to improve the business. (2)
- 2.3 Study the statement below and answer the questions that follow.
- The South African Chefs Association together with the Department of Tourism have identified a shortage of Chefs in South-Africa. They were seeking learners who have passed a Grade 12 Hospitality Studies to be trained as chefs.
- 2.3.1 Recommend FIVE professional and hygiene aspects that should be included in the training programme. (5)
- 2.3.2 'Respect in the hospitality industry is very important.' Suggest THREE ways in which an individual can show respect. (3)
- 2.4 2.4.1 The Chef's association insisted that the students be trained in first aid. Indicate TWO main functions of a first aider. (2)
- 2.4.2 Name the symptoms of sprains. (2)
- 2.4.3 Explain the procedure that should be adhered to when treating sprains. (3)
- TOTAL SECTION B: 40**



SECTION C: FOOD PRODUCTION**QUESTION 3**

3.1 The Sunset Hotel has a problem with the crockery stock. They find a large number of crockery broken and missing daily. The cost of replacement was high.

3.1.1 Name ONE kind of record sheet that should be kept by the hotel. (1)

3.1.2 Recommend FOUR suitable storage practices for crockery in order to prevent the above situation. (4)

3.2 Mr Ndala is the newly appointed manager of the 'Le Grande' restaurant. To his surprise the restaurant is still writing down food orders manually. He wants to persuade the owner to switch over to the computerised POS system.

3.2.1 What does the abbreviation *POS* stand for? (1)

3.2.2 Explain FOUR important advantages of the POS system. (4)

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

DISHES

Roast Leg of Pork
Thin Brown Gravy
Samp and Mutton
Poached Kingklip
Braised Tripe
Lamb Noisette
Morogo
Hollandaise Sauce
Glazed Carrots
Cream of Broccoli Soup

3.3.1 Select FOUR suitable dishes for a pesco-vegetarian. (4)

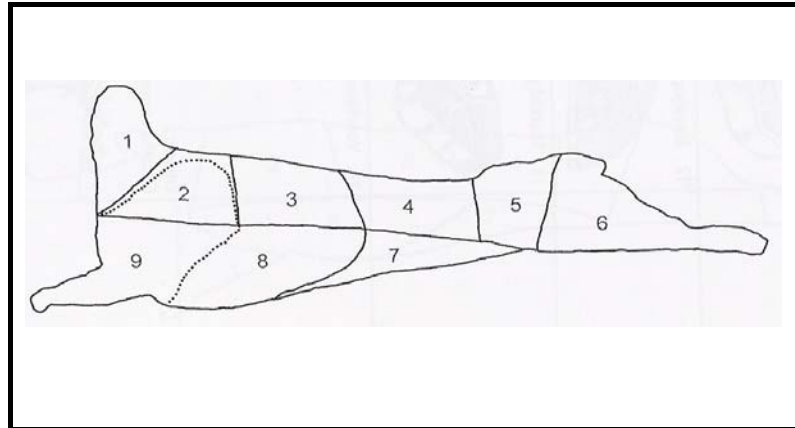
3.3.2 Identify TWO traditional South African dishes. (2)

3.3.3 Name the part of the animal that is used to prepare the braised tripe. (1)

3.3.4 Describe the process, *braising*. (3)



3.4 Study the lamb carcass below and answer the questions that follow.



- 3.4.1 Select a cut that is suitable for the preparation of the lamb noisette. Write down the question number and name of the cut in the ANSWER BOOK. (2)
- 3.4.2 Give a reason why lamb noisette is tied before roasting. (2)
- 3.4.3 Give TWO reasons why a deboned dish, such as lamb noisette is served. (2)
- 3.4.4 Name TWO factors to consider when grading meat. (2)

3.5 The TWO desserts below appear on a restaurant menu.

A. Vanilla Chiffon



B. Vanilla Bavarois



- 3.5.1 Classify the TWO desserts above. (1)
- 3.5.2 Identify the differences between the TWO desserts. Tabulate the answer. (4)
- 3.5.3 Which of the above desserts can be used to make a charlotte russe? (1)

- 3.5.4 Explain why raw pineapple is not used in a Bavarian cream pudding. (2)
 - 3.5.5 Suggest the best type of chocolate (no brand names) to use for the chocolate decoration on the vanilla chiffon. Motivate the answer. (2)
 - 3.5.6 Explain the procedure that you will follow when melting the chocolate to make the chocolate decoration on the vanilla chiffon. (2)
- [40]**

QUESTION 4

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

MENU
Butternut Soup with Croûtons

Fried Thai Prawn Salad

Honey Mustard Pork Strips
Potato and Cheese Bake
Sautéed Vegetables
Green Salad

Apple Strudel

- 4.1.1 Analyse the suitability of the menu for JEWISH guests. Motivate your answer. (6)
 - 4.1.2 Evaluate the suitability of the menu above for an individual with high cholesterol. Give suitable reasons. (5)
- 4.2 Compare puff and short crust pastry with regard to the following:
- 4.2.1 Proportion of flour and shortening
 - 4.2.2 Texture
 - 4.2.3 Rolling and resting
 - 4.2.4 Name TWO uses of each pastry.

Tabulate your answer as follows:

	PASTRY	SHORT CRUST	PUFF PASTRY
4.2.1	Proportion of flour and shortening		
4.2.2	Texture		
4.2.3	Rolling and resting		
4.2.4	TWO uses of each		

(10)



- 4.3 The following questions are based on choux pastry:
- 4.3.1 Name THREE characteristics of a successful choux-pastry product. (3)
- 4.3.2 400 choux puffs are required, therefore it has to be prepared and stored in advance. Discuss TWO methods that should be used when storing choux puffs. (2)
- 4.4 4.4.1 Explain why nuts are a good substitute for meat. (2)
- 4.4.2 Discuss how nuts should be stored. (2)
- 4.5 Study the information below and answer the questions that follow.

MENU ITEM	RECIPE COST PER PERSON
Butternut soup	R10,50
Thai fried prawn salad	R12,80
Honey mustard pork strips	R8,50
Potato cheese bake	R8,00
Sautéed vegetables	R5,00
Green salad	R7,50
Apple strudel	R11,80
Total cost of the menu	R64,10

The above menu was prepared for a 100 guests.
 Overhead costs was R880,00
 Labour costs was R900,00
 The manager wanted a 40% profit from the above menu.

- 4.5.1 Calculate the selling price of the menu for 100 guests. Show ALL calculations. (4)
- 4.5.2 Calculate the total cost for a 100 people. (4)
- 4.5.3 Name TWO expenses that can be included in the overhead costs. (2)
- [40]**

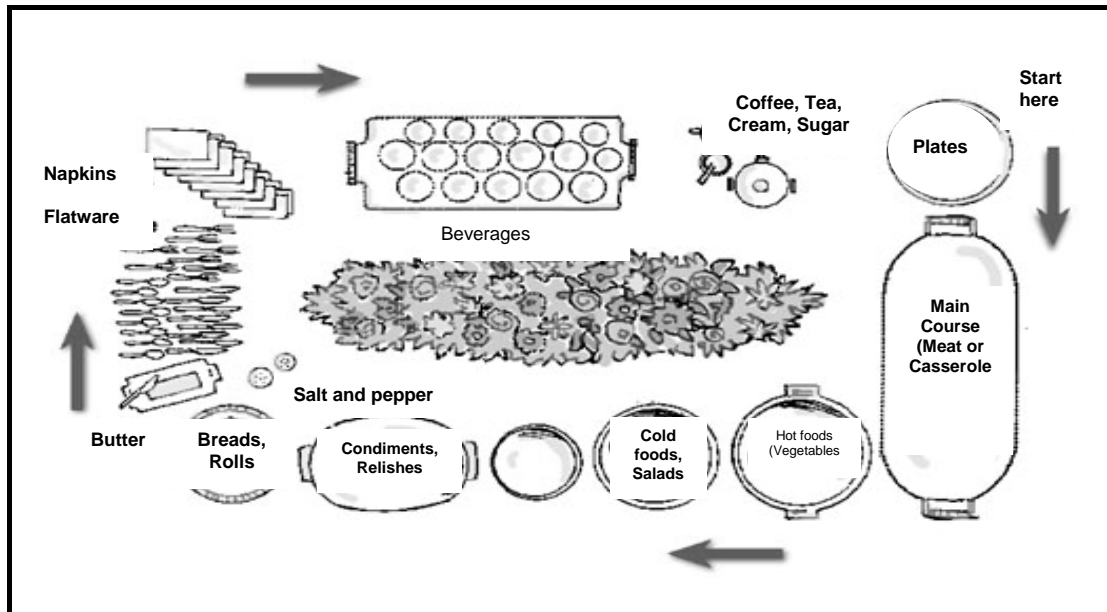
TOTAL SECTION C: 80



SECTION D: FOOD AND BEVERAGE SERVICE

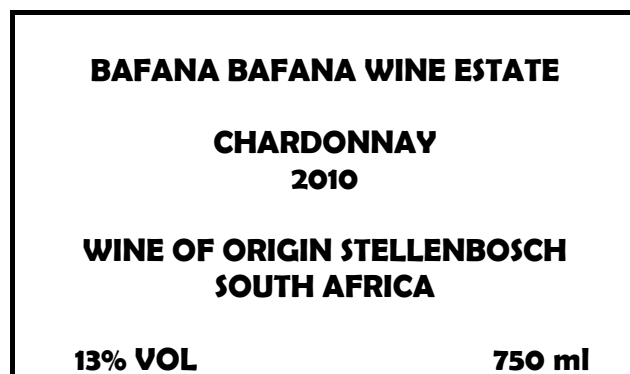
QUESTION 5

5.1 Study the illustration below and answer the questions that follow:



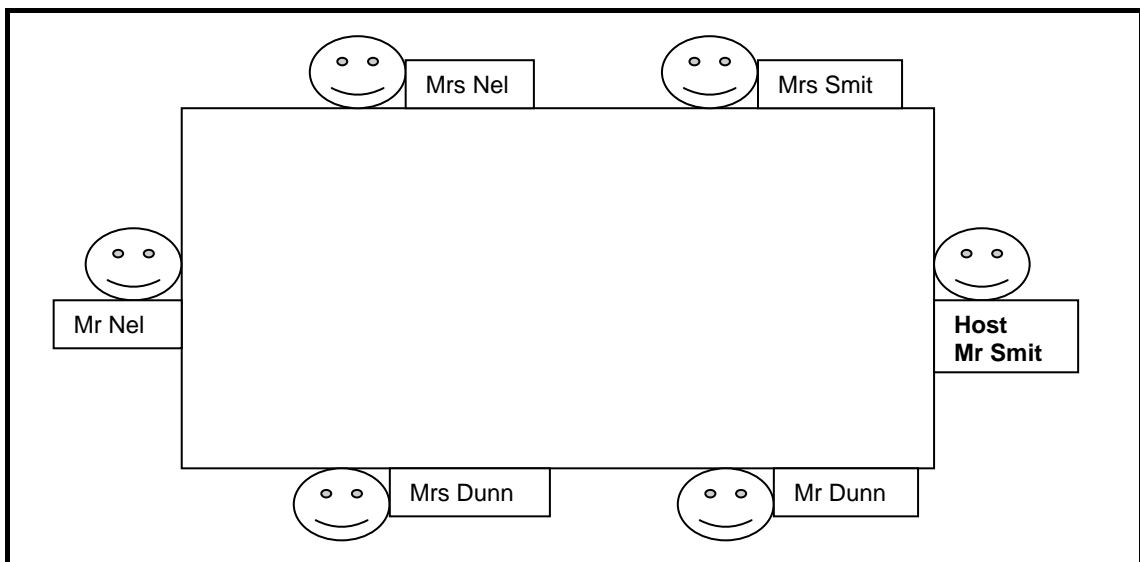
- 5.1.1 Identify the table setting. (1)
- 5.1.2 Recommend FOUR types of cutlery that should be used for the above setting. (4)
- 5.1.3 Name TWO apparatus that could be used to keep food warm. (2)
- 5.1.4 Determine the factors that should be considered when creating a local, ethnic theme for the above table setting. (3)

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



- 5.2.1 Classify the type of wine on the label above. (1)
- 5.2.2 Name the vintage of the above wine. (1)

- 5.2.3 Where is the above wine bottle placed after a round is served (poured)? (1)
- 5.2.4 State the volume contained in the bottle. (1)
- 5.2.5 Explain in detail how you would pour the above wine. (6)
- 5.2.6 Describe how you would clean the above wine glasses as part of opening mise-en-place. (4)
- 5.2.7 At what temperature should the above wine be served? (1)
- 5.3 Describe how you would serve coffee to guests. (5)
- 5.4 List FIVE aspects to be checked when receiving stock in the beverage department. (5)
- 5.5 Study the illustration below and answer the questions that follow.



- 5.5.1 State the sequence that should be followed by the waiter when serving plated food to the guests. (4)
- 5.5.2 Who will the bill be presented to? (1)

TOTAL SECTION D: 40
GRAND TOTAL: 200



ANSWER SHEET

CENTRE NUMBER:

--	--	--	--	--	--	--	--	--	--

EXAMINATION NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

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

(10)

1.2 CHOOSE THE CORRECT DISH

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
1.3.6	
1.3.7	
1.3.8	
1.3.9	
1.3.10	

(10)

1.4 MATCHING ITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	

(5)

1.5 CHOOSE THE CORRECT ANSWERS

1.5.1	A	B	C	D	E	F	G	H
1.5.2	A	B	C	D	E	F	G	H
1.5.3	A	B	C	D	E	F	G	H

(10)

TOTAL SECTION A: 40





ANTWOORDBLAD

SENTRUMNUMMER:

EKSAMENNUMMER:

AFDELING A

VRAAG 1

1.1 MEERVOUDIGEKEUSE-VRAE

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

1.2 KIES DIE KORREKTE DIS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

1.3 SKRYF DIE ONTBREKENDE
WOORD(E) NEER

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
1.3.6	
1.3.7	
1.3.8	
1.3.9	
1.3.10	

1.4 PASITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	

1.5 KIES DIE KORREKTE
ANTWOORDE

1.5.1	A	B	C	D	E	F	G	H
1.5.2	A	B	C	D	E	F	G	H
1.5.3	A	B	C	D	E	F	G	H

TOTAAL AFDELING A: 40

5.2.3 Waar word die wynbottel hierbo geplaas nadat 'n rondte geskink is? (1)

5.2.4 Noem die volume van die bottel. (1)

5.2.5 Verduidelik in detail hoe jy die wyn hierbo sou skink. (6)

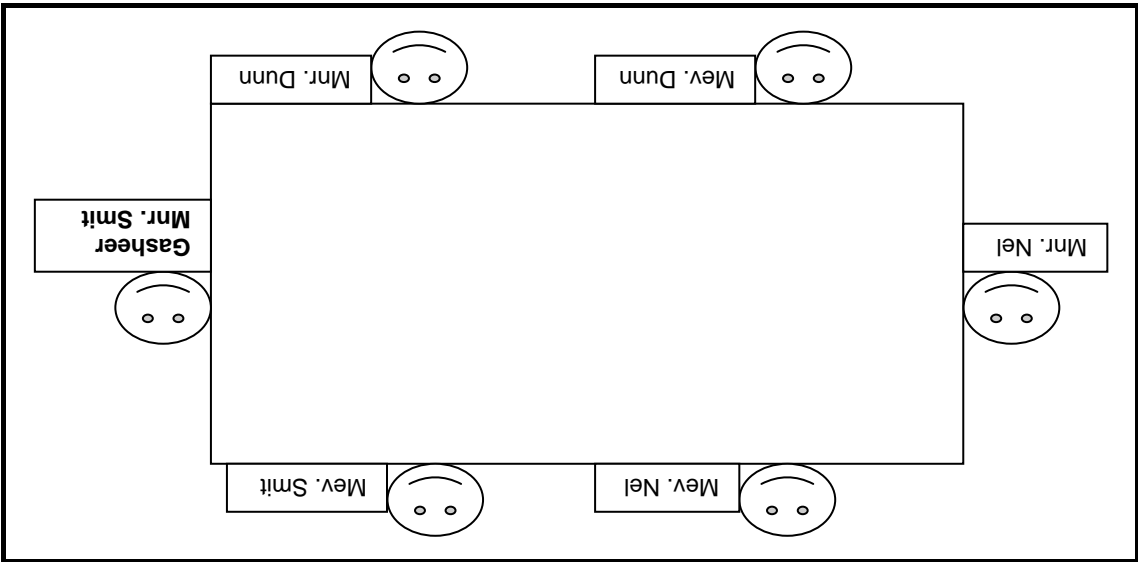
5.2.6 Beskryf hoe jy die wynglase hierbo sou skoonmaak as deel van die openings-mise-en-place. (4)

5.2.7 Teen watter temperatuur moet die wyn hierbo bedien word? (1)

5.3 Beskryf hoe jy koffie aan gaste sou bedien. (5)

5.4 Noem VYF aspekte wat nagegaan moet word wanneer voorraad in die drankafdeling ontvang word. (5)

5.5 Bestudeer die illustrasie hieronder en beantwoord die vrae wat volg.



5.5.1 Noem die volgorde wat deur die kelner gevolg moet word wanneer die kos op borde aan die gaste bedien word. (4)

5.5.2 Aan wie moet die rekening voorgelê word? (1)

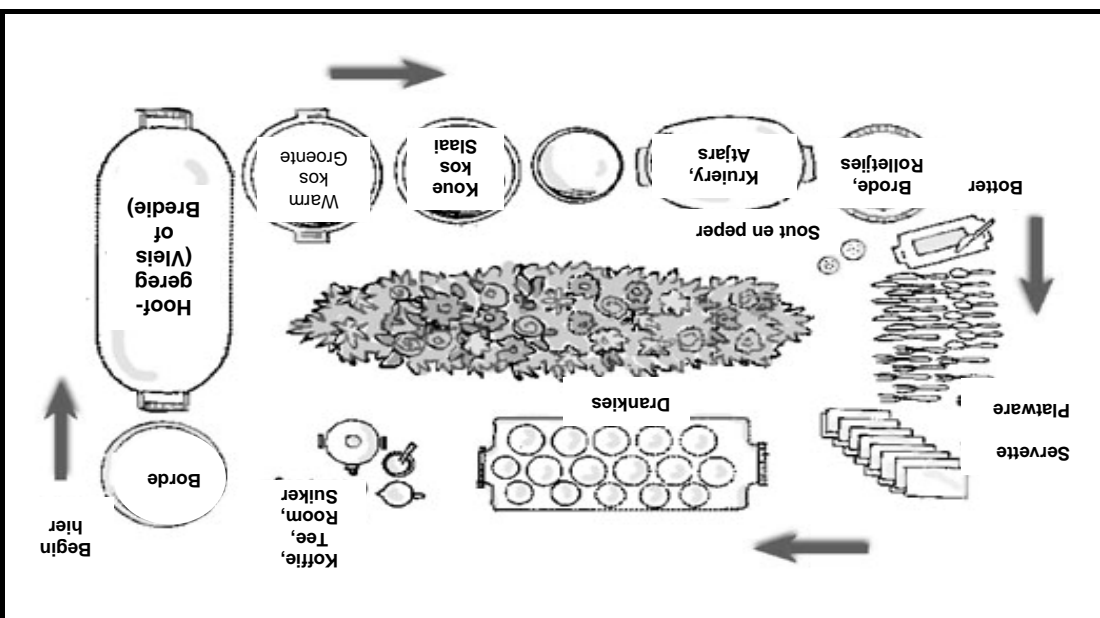
TOTAAL AFDELING D: 40
GROOTTOTAAL: 200



AFDELING D: VOEDSEL-EN-DRANKBEDIENING

VRAAG 5

5.1 Bestudeer die illustrasie hieronder en beantwoord die vrae wat volg.



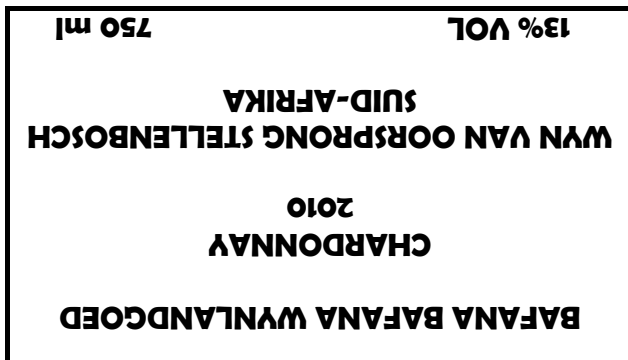
5.1.1 Identifiseer die tafeldeksyl. (1)

5.1.2 Beveel VIER tipes messegoed aan wat vir die ete in die deksyl hierbo gebruik moet word. (4)

5.1.3 Noem TWEE apparate wat by die funksie hierbo gebruik word om die kos warm te hou. (2)

5.1.4 Bepaal die faktore wat in ag geneem moet word wanneer 'n plaaslike, etniese tema vir die tafeldeksyl hierbo geskep word. (3)

5.2 Bestudeer die etiket hieronder en beantwoord die vrae wat volg.



5.2.1 Klassifiseer die tipe wyn op die etiket hierbo. (1)

5.2.2 Noem die oesjaar van die wyn hierbo. (1)





80 TOTAAL AFDELING C:

[40]

- 4.5.1 Bereken die verkoopsprys van die spyskaart vir 100 gaste. Toon AL die berekeninge. (4)
- 4.5.2 Bereken die totale koste vir 'n 100 mense. (4)
- 4.5.3 Noem TWEE uitgewes wat by die oorhoofse koste ingesluit kan word. (2)

Die spyskaart hierbo was vir 100 gaste berei.
 Oorhoofse koste was R880,00
 Arbeidskoste was R900,00
 Die bestuurder wou 40% wins uit die spyskaart hierbo maak.

SPYSKAARTITEM	RESEPKOSTE PER PERSOON
Grysnoutsop	R10,50
Gebraaide Thai-steurgarnaalslaai	R12,80
Heuningmosterd-varkepies	R8,50
Aartappel-en-kaasgebak	R8,00
Gesoteerde groente	R5,00
Groen slaai	R7,50
Appelstrudel	R11,80
Totale koste van spyskaart	R64,10

- 4.3 Die volgende vrae is op chouxdeeg gebaseer: (3)
- 4.3.1 Noem DRIE kenmerke van 'n suksesvolle chouxdeeg-produk. (3)
- 4.3.2 400 chouxdeeg-poffertjies word benodig, dus moet dit vooraf gemaak en gestoor word. Bespreek TWEE geskikste metodes om die poffertjies te stoor. (2)
- 4.4 Verduidelik waarom neute 'n goeie plaasvervanger vir vleis is. (2)
- 4.4.2 Bespreek hoe neute gestoor moet word. (2)
- 4.5 Bestudeer die inligting hieronder en beantwoord die vrae wat volg. (2)



(10)

4.2.1	Verhouding van meel en smeer		
4.2.2	Tekstuur		
4.2.3	Rol en rus		
4.2.4	TWEE gebruikte van elk		
	DEEG	BROSDEEG	SKILFERDEEG

Tabuleer jou antwoord soos volg:

4.2.1 Verhouding van meel en smeer
 4.2.2 Tekstuur
 4.2.3 Rol en rus
 4.2.4 Noem TWEE gebruikte van elke deeg.

4.2

Vergelyk skiffer- met brosddeeg met betrekking tot die volgende:

(5)

4.1.2 Evalueer die geskiktheid van die spyskaart hierbo vir 'n persoon met hoë cholesterol. Gee toepaslike redes.

(6)

4.1.1 Ontoed die geskiktheid van die spyskaart vir JOODSE gaste. Motiveer jou antwoord.

SPYSKAART
Grysnutsop met Croûtons

Gebraaide Thai-steurgarnaalsaai

Heuningmosterd-varkrepies
Aartappel-en-kaasgebak
Gesoteerde Groente
Groen Slaai

Appelstrudel

4.1 Bestudeer die spyskaart hieronder en beantwoord die vrae wat volg.

VRAAG 4

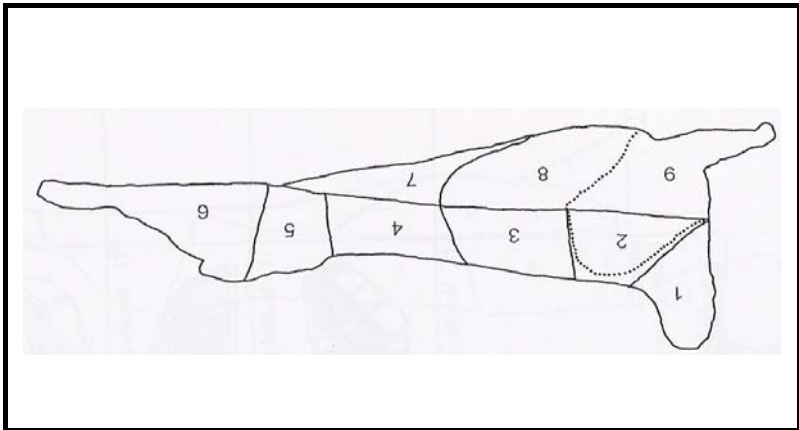
[40]

3.5.6 (2) Verduidelik die prosedure wat jy sal volg wanneer jy die sjokolade smelt om die sjokoladeversiering op die vanieljesjiffon te maak.

3.5.5 (2) Stel die beste sjokolade (geen handelsname) voor om te gebruik vir die sjokoladeversiering op die vanieljesjiffon. Motiveer die antwoord.

3.5.4 (2) Verduidelik waarom rou pynappel nie in 'n Beierse roompoeding gebruik word nie.

3.4 Bestudeer die lamskarkas hieronder en beantwoord die vrae wat volg.



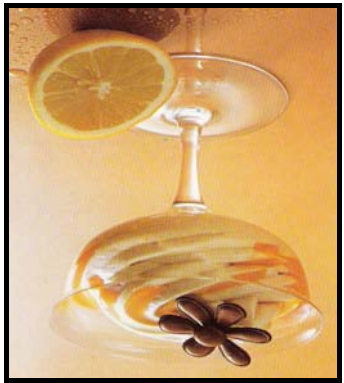
3.4.1 Kies EEN snit wat geskik is vir die bereiding van die lamsvleis-noisette. Skryf die vraagnommer en die naam van die snit in die ANTWOORDEBOEK neer. (2)

3.4.2 Gee 'n rede waarom die lamsvleis-noisette vasgebind word voordat dit gerooster word. (2)

3.4.3 Gee TWEE redes waarom jy sou kies om 'n ontbindende snit te bedien, soos die lamsvleis-noisette. (2)

3.4.4 Noem TWEE faktore wat oorweeg moet word wanneer vleis gegradeer word. (2)

3.5 Die twee nageregte hieronder verskyn op 'n restaurantspyskaart.



A. Vanieljesjiftron



B. Vanielje-bavarois

3.5.1 Klassifiseer die TWEE nageregte hierbo. (1)

3.5.2 Onderskei tussen die TWEE nageregte. Tabuleer die antwoord. (4)

3.5.3 Watter van die nageregte gebruik kan word om 'n charlotte russe te maak. (1)



AFDELING C: VOEDSELPRODUKSIE

VRAAG 3

3.1 Die Sunset Hotel het 'n probleem met die breekwarevoorraad. Hulle vind op 'n daaglikse basis dat 'n groot hoeveelheid breekware gebreek word of wegtraak. Om dit te vervang, kos die hotel baie geld.

3.1.1 Noem EEN tipe kontrolistaat wat deur die hotel gehou moet word. (1)

3.1.2 Beveel VIER geskikte stoorpraktieke vir breekware aan om die situasie hierbo te voorkom. (4)

3.2 Mr. Ndala is die nuutaangestelde bestuurder van Le Grande restaurant. Tot sy verbasing skryf die restaurant steeds kosbestellings met die hand neer. Hy wil die eienaar oorreed om na die gerekenariseerde BTP-stelsel ('POS system') oor te skakel.

3.2.1 Waarvoor staan die afkorting *BTP* ('POS')? (1)

3.2.2 Verduidelik VIER voordele van die BTP-stelsel. (4)

3.3 Bestudeer die disse hieronder en beantwoord die vrae wat volg.

DISSE

Gebraaide Varkboud
Dun Bruinsous
Stampmelies en Skaapvleis
Geposjeerde Koningklip
Gesmoorde Afval
Lamsvleis-noisette
Morogo
Hollandaise-sous
Glanswortels
Brokkoliroomsoep

3.3.1 Kies VIER disse geskik vir 'n pesco-vegetarier. (4)

3.3.2 Identifiseer TWEE tradisionele Suid-Afrikaanse disse. (2)

3.3.3 Noem die deel van die dier wat gebruik word om die gesmoorde afval te berei. (1)

3.3.4 Beskryf die *smoorroses*. (3)





40 TOTAAL AFDELING B:

- 2.3 Die Suid-Afrikaanse Sjef-vereniging ('South African Chefs Association') en die Departement van Toerisme het 'n tekort aan sjefs in Suid-Afrika geïdentifiseer. Hulle soek leerders wat reeds graad 12 Gasvryheidsstudies geslaag het om as sjefs opgelei te word.
- 2.3.1 Beveel VYF professionele en higiëne-aspekte wat in die opleidingsprogram ingesluit moet word, aan. (5)
- 2.3.2 'Respek in die gasvryheidsbedryf is baie belangrik.' Stel DRIE maniere voor waarop respek in die gasvryheidsbedryf betoon word. (3)
- 2.4 Die Sjef-vereniging het daarop aangedring dat die studente in eerste hulp opgelei moes word. Dui TWEE hoof funksies van 'n eerste hulpwerker aan. (2)
- 2.4.2 Noem die simptome van verswikkings. (2)
- 2.4.3 Verduidelik die prosedure wat by die behandeling van verswikkings gevolg moet word. (3)
- 2.2.2 Bespreek VIER positiewe en VIER negatiewe faktore wat oorweeg moet word voordat die snoepwinkel weer oopgemaak word. (8)
- 2.2.3 Identifiseer TWEE ondernemersgeleenthede wat uitgekontraakteer kan word om die besigheid te verbeter. (2)
- 2.3 Bestudeer die stelling hieronder en beantwoord die vrae wat volg.

AFDELING B: GASVRYSKONSEPTE EN GESONDHEID EN VEILIGHEID**VRAAG 2**

2.1 Bestudeer die gevallestudie hieronder en beantwoord die vrae wat volg.

OOPMAAK VAN SNOEPWINKEL

Die Studentevereniging van Thabalethu Hoërskool het besluit om 'n snoepwinkel oop te maak om fondse in te samel vir leerders by hulle skool wat aan MIV en Vigs ly. Hulle het aan die skoolbestuurspan voorgestel dat party van hierdie leerders tydens pouses by die gaarmaak en verkoop van die kos betrokke moet wees. Die leerders sal lekkers, koek, Russiese worsies, vetkoek, worsbroodjies en vis en skyfies verkoop. Thabalethu is 'n kosskool wat ver uit die dorp geleë is met 500 leerders, 25 onderwysers en 20 personeellede wat nie klasgee nie.

Party leerders is bang dat hulle met die virus besmet sal word. 'n Lewensorientering-onderwyser het aangevoer dat mediese owerhede sê dat hulle nie bewus is van enige risiko van MIV-oordrag in die kos-en-drinkbedieningsbedryf nie.

2.1.1 Identifiseer die teikenmark in die gevallestudie hierbo. (2)

2.1.2 Bereken die markgrootte. Toon ALLE berekeninge. (4)

2.1.3 Dink jy dit is moontlik vir die leerders betrokke by die projek hierbo om MIV en Vigs na ander leerders oor te dra? Motiveer jou antwoord. (2)

2.1.4 Gee 'n rede vir elk van die volgende stellings gemaak deur die verpleegster in haar toespraak by die skool:

- (a) ARV's moet elke dag op dieselfde tyd, soos voorgeskryf, geneem word.
 (b) Neem vitamienaanvullings.
 (c) Eet vars vrugte en groente.

(3)

2.2 Bestudeer die uittreksel hieronder en beantwoord die vrae wat volg.

Die skool snoepwinkel wat in VRAAG 2.1 genoem is, moet 'n nuwe beeld kry aangesien dit baie lank nie gebruik is nie en daarom vir 'n kort rukkie gesluit was. Dit moet ook in die skoolkoerant bemark word om alle potensiele kliente van die heropening in kennis te stel. Gelukkig is die Gasvrystudie-onderwyser bereid om party van die leerders op te lei in voedselbereiding en daar is meer as genoeg entoesiasiese kandidate. Hulle sal moëte moet doen want daar is straatverkopers buite die skoolhek wat vis, skyfies en koeldrank verkoop.

2.2.1 Beveel SES bemarkingshulpmiddels aan wat die leerders kan gebruik om die heropening te adverteer. (4)





- 1.5 KIES DIE KORREKTE ANTWOORDE
- Verskeie opsies word as moontlike antwoorde vir die volgende vrae gegee. Kies die antwoorde en maak 'n kruisie (X) in die blokkies (A–H) langs die vraagnummers (1.5.1–1.5.3) op die aangehegte ANTWOORDBLAD.
- 1.5.1 Identifiseer DRIE simptome van tuberkulose:
- | | |
|-----|--|
| (3) | A Nagsweet
B Diarree
C Braking/Vomering
D Hoës bloed
E Borspyn
F Abdominale pyn |
|-----|--|
- 1.5.2 Identifiseer VIER lewenstekens wat jy sal nagaan wanneer basiese beserings behandel word:
- | | |
|-----|--|
| (4) | A Sweet
B Asemhaling
C Velkleur
D Dors
E Bloeddruk
F Paniek
G Vlak van bewustheid
H Rusteloosheid |
|-----|--|
- 1.5.3 Identifiseer DRIE dienste wat 'n keiner van links uitvoer:
- | | |
|-----|---|
| (3) | A Atrummel ('Crumbing down')
B Vou die servet oop
C Bedien koffie
D Bedien brood
E Silwerdiens
F Bedien kos op borde |
|-----|---|
- TOTAAL AFDELING A: 40**



(5) (5 x 1)

KOLOM A		KOLOM B	
1.4.1	Familiediens	A	'n verskeidenheid voedselitems wat op 'n tafel uitgestal word en gaste bedien hulself
1.4.2	Kateteradiens	B	Platborde met kos wat uit die kombuis gebring word en wat by die hoof van die tafel geplaas word
1.4.3	Franse diens	C	kos wat op borde uit die kombuis gebring word
1.4.4	Buffet	D	gaste kies en bedien hulself met disse wat op die tafel geplaas word
1.4.5	Guëridon	E	kos word op 'n trollie voor die klant gaargemaak
		F	gaste kies voedselitems en plaas dit op 'n skinkbord
		G	kos, vooraf gesny en geporsioneer in opskepskottels en van links af aangebied

Kies 'n beskrywing uit KOLOM B om by 'n diens in KOLOM A te pas. Skryf slegs die letter (A–G) langs die vraagnommer (1.4.1–1.4.5) op die aangehegte ANTWOORBLAD neer.

1.4 PASITEMS

1.2 Kies 'n dis uit die lys hieronder wat pas by die land van oorsprong (1.2.1–1.2.5). Skryf slegs die dis langs die vraagnummer (1.2.1–1.2.5) op die aangehegte ANTWOORDBLAD nêr.

hamburgers; wafels en crêpes; ystervarkies; kerrie en rys;
worsies en kapokaartappels; Sachertorte; sushi; infino; tacos

1.2.1 Engeland

1.2.2 Japan

1.2.3 VSA

1.2.4 Suid-Afrika

1.2.5 Australië

(5)

1.3 SKRYF DIE ONTBREKENDE WOORD(E) NÊR

Voltooi die volgende sinne deur die ontbrekende woord(e) nêr te skryf. Skryf slegs die woord(e) langs die vraagnummer (1.3.1–1.3.10) op die aangehegte ANTWOORDBLAD nêr.

1.3.1 Die dokument wat 'n werksaansoeker voorleë waarin persoonlike besonderhede, kennis en ondervinding beskryf word, word 'n ... genoem.

1.3.2 ... dié aan dat die personeëlid vinnig op 'n klient se behoeftes reageer.

1.3.3 Wanneer 'n persoon verstik, word die ... manewer toegepas om die obstruksie te laat uitkom.

1.3.4 Aankope wat via die rekenaar gedoen word, staan as ...-inkopies bekend.

1.3.5 ...-voorraad dié aan die maksimum voorraad wat beskikbaar is totdat verdere aflewerings gedoen word.

1.3.6 Wanneer voorraad afgelêwer word, moet dit teen die ... nagegaan word.

1.3.7 Gaste moet binne ... sekondes nadat hulle 'n instelling/onderneming betree het, erken word.

1.3.8 'n Groep mense wat saamwerk om 'n gemeenskaplike doel te bereik, is 'n ...

1.3.9 Eetgerei vir die hoofgang moet ... cm vanaf die rand van die tafel geplaas word.

1.3.10 In ...-diens word kos van 'n plat dienbord na 'n gas se bord oorgedra.

(10)



- 1.1.4 Die stuk toerusting wat gebruik word om tydens 'n voorraadopname vas te stel hoeveel bier daar in 'n vat oor is, is 'n ...
A meter.
B trommel/blik.
C maatbeker.
D 'kegmiser'.
(1)
- 1.1.5 'n Voorbeeld van 'n vaste koste wat gebruik word wanneer die verkoopprys van 'n spyskaart bereken word, is ...
A toerusting.
B arbeid.
C ligte.
D skryfbehoeftes.
(1)
- 1.1.6 Dit is gewoonlik raadsaam om ... verskillende soorte peuselhappies (beide warm en koud) vir 'n skemerkelktunksie te hê.
A 2-4
B 6-8
C 10-12
D 12-14
(1)
- 1.1.7 Te veel hantering van pasteideeg sal 'n ... tot gevolg hê.
A dik, degerige kors
B kors wat in die pan krimp
C klam, plat kors
D dun, bros kors
(1)
- 1.1.8 'n Dranklisensiehouer mag nie 'n persoon in diens neem wat jonger as ... jaar oud is om alkohol te verkoop nie.
A 16
B 18
C 21
D 25
(1)
- 1.1.9 Afkummel ('Crumbing down') moet na die ... plaasvind.
A voorgereg
B entree
C hoofereg
D nagereg
(1)
- 1.1.10 Wanneer met 'n kaart betaal word, is die belangrikste aspek om die ... na te gaan.
A naam van die bank
B kleur van die kaart
C vervaldatum
D uitreikingsdatum
(1)



AFDELING A

VRAAG 1

1.1 MEERVOUDDIGEKEUSE-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 Om ... te wees, is die vermoë om ander mense as individue met verskillende persoonlikhede te erken.

- A gewillig
- B verdraagsaam
- C eerlik
- D waaksam

ANTWOORD:

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

1.1.1 'n Nieverbale vorm van kommunikasie, wat vir professionele etiek belangrik is, is ...

- A liggaamstaal.
- B 'n negatiewe houding/ingesteldheid.
- C fisiese fiksheid.
- D om onverdraagsaam te wees.

(1)

1.1.2 Marina het per ongeluk haar hand gebrand terwyl sy pottertjies diepgebrui het. EEN van die volgende prosedures moet in so 'n geval uitgevoer word:

- A Plaas die hand in koue olie vir 20 minute.
- B Plaas die hand in warm olie vir 20 minute.
- C Plaas die hand onder warm lopende water vir 20 minute.
- D Plaas die hand onder koue lopende water vir 20 minute.

(1)

1.1.3 EEN van die volgende inligtingsstelsels word op 'n voorraadsstaat ingesluit:

- A Voeding
- B Begroting
- C Goedere
- D Verskaffers

(1)





INSTRUKSIES EN INLIGTING

1. Hierdie vraestel bestaan uit VIER afdelings.

AFDELING A:	Kortrae	(40)
AFDELING B:	Gasryheidskonsepte en gesondheid en veiligheid	(40)
AFDELING C:	Voedselproduksie	(80)
AFDELING D:	Voedsel- en drankbediening	(40)
2. Beantwoord AL die vrae.
3. Nommer die antwoorde korrek volgens die nommeringsteisels wat in hierdie vraestel gebruik is.
4. Beantwoord AFDELING A op die aangehegte ANTWOORDBLAD. Skryf die sentrumnommer en jou eksamennummer boaan die ANTWOORDBLAD, maak dit los en plaas dit VOOR in die ANTWOORDEBOEK.
5. Beantwoord AFDELING B, C en D in die ANTWOORDEBOEK.
6. Skryf netjies en leesbaar.



Hierdie vraestel bestaan uit 15 bladsye en 'n 1 bladsy-antwoordblad.



TYD: 3 uur

PUNTE: 200

GASVRYHEIDSTUDIES
FEBRUARIE/MART 2012

GRAAD 12

NASIONALE
SENIOR SERTIFIKAT



Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

basic education