



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2014**

**HOSPITALITY STUDIES**

**MARKS: 200**

**TIME: 3 hours**



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This question paper consists of 16 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 your ANSWER BOOK.
3. Read ALL the questions carefully.
4. Number the answers correctly according to the numbering system used in this paper.
5. Write neatly and legibly.

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

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

- 1.1.1 Water-based frozen desserts that are infused with various flavours, used to cleanse the palate are known as ...
- A sherbets.
  - B sorbets.
  - C ice cream.
  - D parfaits. (1)
- 1.1.2 Using a well-known film star to talk about a product or service through the media is known as ...
- A research.
  - B popularity.
  - C visualising.
  - D publicity. (1)
- 1.1.3 ... occurs when there is a difference between an item's opening stock plus its purchases and its closing stock.
- A Portal
  - B Procurement
  - C Variance
  - D Compulsive (1)
- 1.1.4 ... is a part of brand awareness and can also be used as a marketing tool.
- A Packaging
  - B Promotion
  - C Advertisement
  - D Marketing (1)
- 1.1.5 Advertising a product by telephoning potential customers is known as ...
- A e-mailing.
  - B twittering.
  - C e-marketing.
  - D telemarketing (1)

- 1.1.6 The method of preserving food through the use of acid is known as ...
- A canning.
  - B curing.
  - C pickling.
  - D smoking.
- (1)
- 1.1.7 ... is a small cup used to serve espresso coffee.
- A Mug
  - B Demitasse
  - C Cup
  - D Plunger
- (1)
- 1.1.8 A drink made of a mixture of a variety of two or more beverages is known as ...
- A cappuccino.
  - B cordials.
  - C syrups.
  - D cocktails.
- (1)
- 1.1.9 The income you get from selling the product, minus all the expenses is called ...
- A gross-cost.
  - B net-profit.
  - C gross-profit.
  - D net-cost.
- (1)
- 1.1.10 Alcoholic beverages that are consumed before a meal are known as ...
- A appetisers.
  - B aperitifs.
  - C ciders.
  - D champagnes.
- (1)
- (10 x 1) (10)

1.2 **MATCHING ITEMS**

Match the description in COLUMN A with the correct term in COLUMN B. Write ONLY the letter (A–L) from COLUMN B that corresponds with the description in COLUMN A, for example 1.2.11 M.

COLUMN A		COLUMN B	
1.2.1	the process of allowing the muscle protein in meat to break down through enzyme action	A	Bake blind
1.2.2	removing all the micro-organisms through the extended boiling or heating to temperatures much higher than boiling	B	Drying
1.2.3	removing as much gristle and sinew as possible to improve the appearance of the meat cut	C	Marinating
1.2.4	brushing the raw pastry with egg wash or milk before cooking to give it a shiny golden appearance	D	Ripening
1.2.5	soaking the gelatine in cold water in order to absorb liquid and softens	E	Stuffing
1.2.6	covering the surface of meat with thin slices of fat before roasting	F	Trimming
1.2.7	browning meat quickly over high heat to prevent the loss of moisture	G	Sterilising
1.2.8	baking a crust before it is filled with a desired filling	H	Barding
1.2.9	the method of preserving food through removing the moisture content of the food	I	Glazing
1.2.10	to steep the meat in seasoned liquid for varying length of time to make it tender	J	Hydrating
		K	Searing
		L	Thawing

(10 x 1) (10)

### 1.3 CHOOSE THE CORRECT ANSWERS

Certain information is needed on guests before a booking can be made. Choose FIVE correct information from the list below (A–H) that are needed during reservation. Write ONLY the letter that corresponds with the correct answer in your ANSWER BOOK.

- A Identity number
  - B Guests' salary
  - C Method of payment
  - D Medical history
  - E Telephone number
  - F Smoking or non-smoking
  - G Number of guests
  - H Employed or unemployed
- (5 x 1) (5)

### 1.4 MISSING WORDS OR TERMS

Give ONE word or term for the descriptions given below. Write ONLY the word/term next to the question number (1.4.1–1.4.10.) in your ANSWER BOOK.

- 1.4.1 A type of serving utensil used to pick up portions of food and place them on a guest's plate
  - 1.4.2 To finish off a dish attractively to improve its appearance
  - 1.4.3 Wine serving equipment used to ensure that the sediments remain in the bottle
  - 1.4.4 Activities designed to increase consumer awareness and demand by promoting and advertising of the hospitality establishment
  - 1.4.5 The distribution of fat in the connective tissue throughout the muscles
  - 1.4.6 Edible plants with double seamed pods containing a single row of seeds are known as ...
  - 1.4.7 Medication used for the treatment of HIV
  - 1.4.8 The cost of running a business, for example rent, electricity, water and tax, etc.
  - 1.4.9 Rules that determines what employees in an establishment should wear
  - 1.4.10 A disease that usually affect the lungs and is transmitted through sneezing and coughing
- (10 x 1) (10)

1.5 CHOICE-ITEMS

Choose the serving equipment from the box that best suits the description below. Write ONLY the letter (A–G) that corresponds with chosen equipment next to the question number (1.4.1–1.4.5.) in your ANSWER BOOK.

A	Chafing dish
B	Carving unit
C	Bain Marie
D	Cruets
E	Guéridon trolley
F	Serving gear
G	Hot tray

- 1.5.1 A piece of equipment that keeps the food warm by placing food over a pan containing hot water
- 1.5.2 It is used to keep plates, serving dishes and food warm
- 1.5.3 Equipment used on the buffet table to warm food by means of candles or flammable gel
- 1.5.4 Small containers for holding pepper, salt, vinegar and oil
- 1.5.5 Equipment used to prepare or finish off food in the presence of guests (5 x 1) (5)

**TOTAL SECTION A: 40**

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS – HYGIENE, SAFETY AND SECURITY****QUESTION 2**

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

A couple has spent a weekend at the Savoy Guesthouse, which has just opened in Port Alfred. A week after the weekend the couple started to complain about tiredness and their eyes and skin started to turn yellow. The staff of the guesthouse was too careless about personal hygiene. According to a relevant source, even the water used by the guesthouse, is not properly treated before being supplied for consumption.

- 2.1.1 Identify the disease that could have caused the illness in the above-mentioned couple. (1)
- 2.1.2 Give FOUR other symptoms that the above couple could have experienced. (4)
- 2.1.3 Suggest THREE guidelines that the personnel of the above-mentioned guesthouse should follow to prevent the transmission of the disease in QUESTION 2.1.1. (3)

2.2 The manager is reluctant to buy computers for the new guesthouse because of financial implications.

- 2.2.1 Advise the manager of the above guesthouse on how computers can assist the chefs in menu planning. (4)
- 2.2.2 Explain THREE advantages of using computers in the hospitality establishment. (3)
- 2.2.3 Suggest THREE ways in which the staff of the above guesthouse could display professional ethics and values in the preparation and service of food. (3)
- 2.2.4 Mention any TWO factors that constitute service excellence in the above guesthouse. (2)

**TOTAL SECTION B: 20**



**SECTION C: NUTRITION AND MENU PLANNING – FOOD COMMODITIES****QUESTION 3**

3.1 Read the scenario below and answer the questions that follow.

Mr Smith is planning a 21<sup>st</sup> birthday party for his daughter to be held on the 28 October 2012, at 18:00. He is staying at 24 Grey Street, Queenstown. He has asked the Blue-rise Hotel to organise a cocktail function for the event. He has invited 50 guests to attend the function of which 10 are vegetarians. There are two guests who are allergic to peanuts.

Mr Smith's contact details are as follows: Telephone number – 045 838 4708  
Fax number – 045 838 4552

The banquet manager of the Blue-rise Hotel has calculated the menu to be R35,00 p/p and R25,00 p/p for those on a vegetarian diet. The hotel requires the client to pay a 40% deposit, ten days before the function, and the balance to be paid in full two days before the function.

- 3.1.1 Supply the disadvantages of using a cocktail function for the above event. (4)
- 3.1.2 Recommend FIVE guidelines to be followed when preparing venues for a cocktail function. (5)
- 3.1.3 List THREE other foods that could commonly cause allergies other than the one listed in the scenario. (3)
- 3.1.4 Suggest THREE symptoms that could be shown by guests allergic to peanuts, should they be served snacks with peanuts. (3)
- 3.2 3.2.1 Mention the reasons why people become vegetarians. (4)
- 3.2.2 Explain the advantages of using textured vegetable proteins. (4)
- 3.2.3 Describe the term 'tofu'. (1)



**QUESTION 4**

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

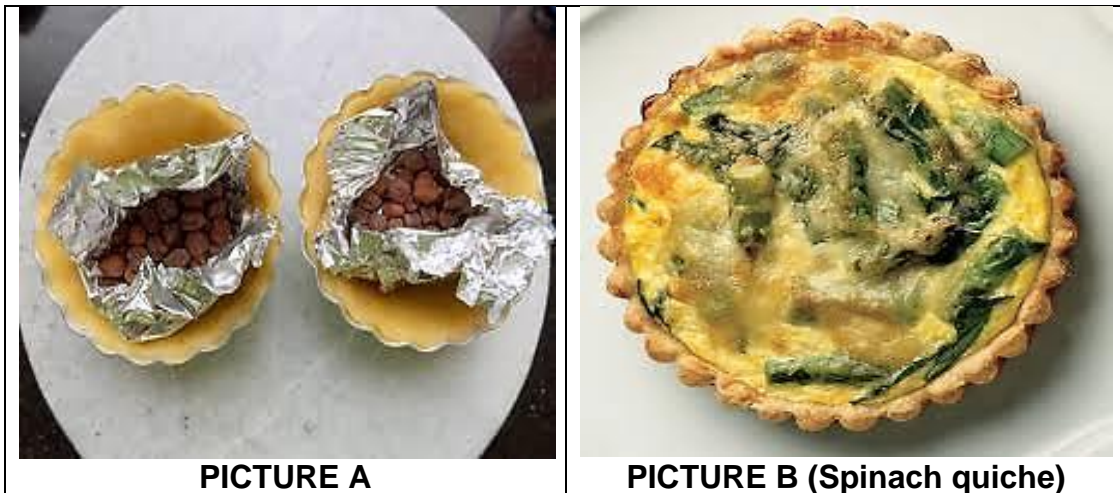


- 4.1.1 Identify the method of preservation used in the above picture. (1)
- 4.1.2 Recommend FOUR advantages of using preserving food. (4)
- 4.1.3 Explain how the jars should be sterilised before they are used for preserving food as in the above picture. (3)

4.2 Your Grade 12 class will be doing practical lessons on desserts. They were asked to include gelatine in their ingredients' order.

- 4.2.1 Explain how you will prepare the mould dish before pouring the gelatine mixture. (2)
- 4.2.2 Briefly discuss the effect of the following ingredients on gelatine mixtures:
- (a) Raw paw-paw (1)
  - (b) Alcohol (1)
  - (c) Acid (1)
- 4.2.3 Explain the guidelines to be followed when presenting desserts to improve their appearance. (4)

4.3 Study the two pictures below and answer the questions that follow.

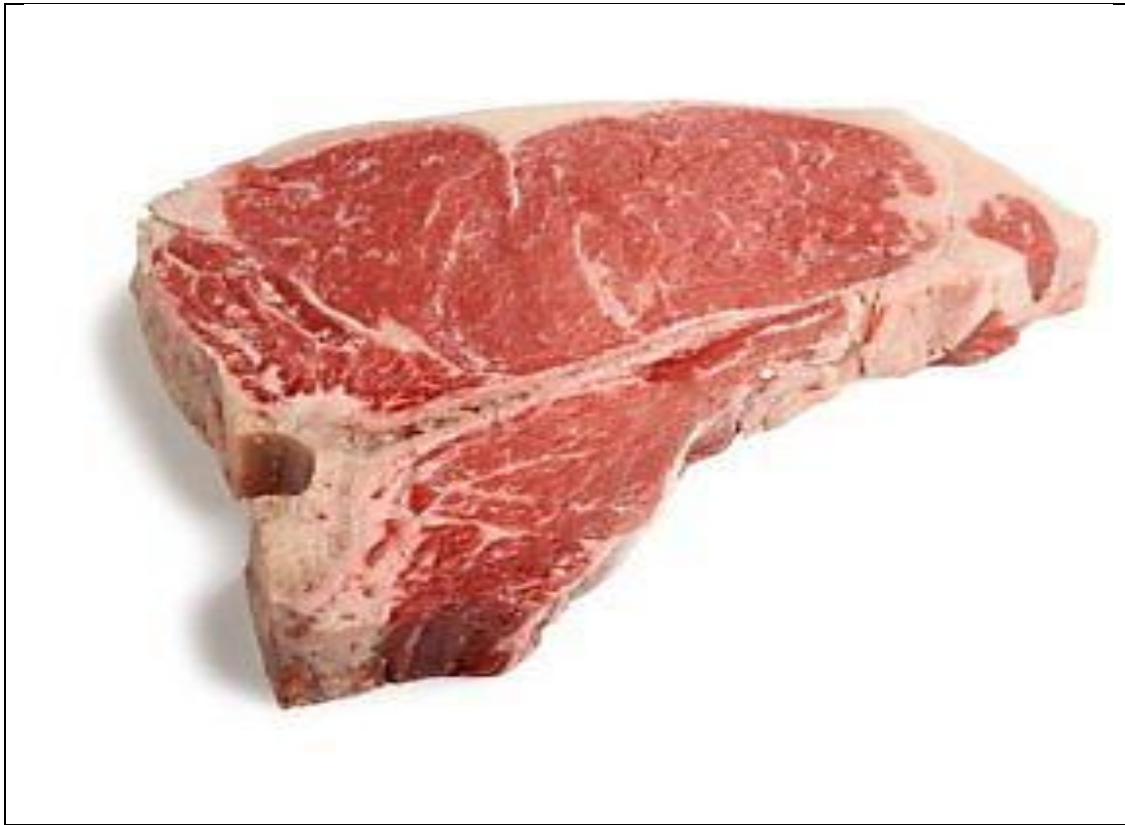


**PICTURE A**

**PICTURE B (Spinach quiche)**

- 4.3.1 Identify the pastry used for the dish in PICTURE B. (1)
- 4.3.2 Name and explain the technique shown in PICTURE A. (2)
- 4.3.3 Suggest any TWO other dishes that could be prepared using the pastry in QUESTION 4.3.1. (2)
- 4.3.4 Give THREE characteristics of a baked pastry in QUESTION 4.3.1. (3)
- 4.4 Your friend, who is doing Geography, is interested on how profiteroles are prepared. She came to you as a Hospitality Studies learner for assistance.
- 4.4.1 Name the type of pastry used for profiteroles. (1)
- 4.4.2 Supply reasons for the following precautions when preparing profiteroles:
- (a) Do not boil the water and shortening for too long (1)
- (b) Start the baking at high temperature of 200 °C (1)
- (c) Reduce the temperature to 180 °C after a few minutes (1)
- 4.4.3 Suggest the ratio of water to shortening for the pastry mentioned in QUESTION 4.4.1. (1)

4.5 Study the picture below carefully and answer the questions that follow.



- 4.5.1 Identify the steak shown in the above picture. (1)
- 4.5.2 State the meat cut in which the above steak is produced. (1)
- 4.5.3 Suggest TWO cooking methods that are suitable for the steak above. (2)
- 4.5.4 Discuss THREE precautions to be followed to prevent loss of sarcoplasm when cooking the above steak. (3)
- 4.5.5 Suggest any THREE game meats that could be served in place of the above meat. (3)

[40]

**TOTAL SECTION C: 80**

## SECTION D: SECTORS AND CAREERS – FOOD AND BEVERAGE SERVICE

### QUESTION 5

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



- 5.1.1 Evaluate the above flyer regarding the guidelines to be followed when designing a flyer. (5)
- 5.1.2 Discuss THREE points to be kept in mind when doing revenue management for Huts restaurant. (3)
- 5.1.3 Explain FOUR responsibilities of the marketing manager of Huts restaurant. (4)

5.2 Oscar has decided to open a bead shop near the Huts restaurant for the tourists to buy. He has been a salesperson in a local souvenir shop for four years and now wants to embark on his own business. Oscar has developed a business plan for his bead shop where he has included the cover page and the overall business goals and strategies.

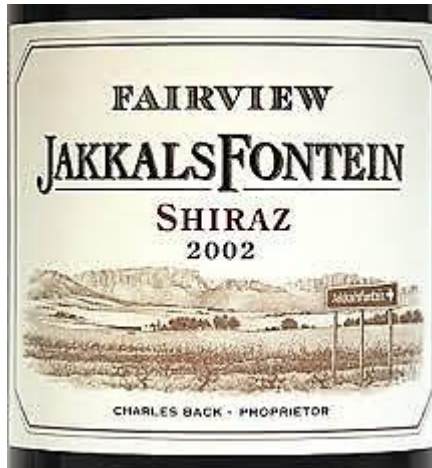
- 5.2.1 Evaluate the above scenario considering the information that should be included in a business plan. (5)
- 5.2.2 Give any FOUR Ps that Oscar has to consider when marketing his business. (4)



- 5.2.3 Suggest THREE characteristics that Oscar should have as an entrepreneur. (3)
  - 5.2.4 Recommend TWO ways of advertising that Oscar can use for his products. (2)
  - 5.2.5 Explain how the business of Oscar will contribute towards the South African economy. (4)
- [30]

**QUESTION 6**

6.1



- 6.1.1 Identify the type of wine illustrated in the above picture. (1)
- 6.1.2 Provide the following information from the above wine label:
  - (a) Cultivar (1)
  - (b) Vintage (1)
  - (c) Producer (1)
- 6.1.3 Suggest THREE dishes that could be served with the above wine. (3)

6.2 The following beverages were served to the guests in the Huts restaurant.



They have ordered these beverages after they were given the beverage list. After they have tasted the beverages they complained that they have too much ice in it and that they were not informed that they contain alcohol.

- 6.2.1 Identify the type of beverage served in the above glasses. (1)

- 6.2.2 State FOUR general rules for mixing the beverage in QUESTION 6.2.1. (4)
- 6.2.3 Briefly discuss FIVE guidelines to be followed when handling guests' complaints in the above scenario. (5)
- 6.2.4 Suggest how the closing mise-en-place could be performed in Huts restaurant. (5)
- 6.2.5 Explain the guidelines to be followed when presenting the bill to guests. (4)
- 6.2.6 Discuss FOUR factors to be kept in mind when setting tables for formal dinners. (4)
- [30]**

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**



6.2.2	Noem VIER algemene reëls vir die vermenging van die drank in VRAAG 6.2.1.	(4)
6.2.3	Bespreek kortliks VYF riglyne wat gevolg moet word wanneer gaste se klagtes in die bogenoemde scenario gehanteer word.	(5)
6.2.4	Stel voor hoe die afsluitings mise-en-place by Hutrestaurant uitgevoer kan word.	(5)
6.2.5	Verduidelik die riglyne wat gevolg moet word wanneer die rekening aan die gaste gegee word.	(4)
6.2.6	Bespreek VIER faktore wat in gedagte gehou moet word wanneer dit by die opstel van formele etes kom.	(4)
<b>TOTAAL AFDELING D:</b>		<b>60</b>
<b>GROOTTAAAL:</b>		<b>200</b>
		<b>[30]</b>

**VRAAG 6**

6.1



6.1.1 Identifiseer die tipe wyn wat in die bogenoemde prent geïllustreer

word.

(1)

6.1.2 Verskat die volgende inligting vanaf die bogenoemde wynetiket:

(a) Kultivar

(1)

(b) Oesjaar

(1)

(c) Vervaardiger

(1)

6.1.3 Stel DRIE geregte voor wat met bogenoemde wyn bedien kan

word.

(3)

6.2

Die volgende drankies was aan die gaste in die Hutsrestaurant bedien.



Hulle het hierdie drankies bestel nadat hulle die drankieslys ontvang het. Nadat hulle die drank bestel het, het hulle gekla oor die feit dat die drankies te veel ys bevat en hulle was nie ingelig dat die drankies alkohol bevat nie.

6.2.1 Identifiseer die tipe drankies wat in die postaande glase bedien

word.

(1)

## AFDELING D: SEKTORE EN LOOPBANE – VOEDSEL- EN DRANKBEDIENING

## VRAAG 5

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



5.1.1 Evalueer die bostaande uitdeelnijet in terme van die riglyne wat by die ontwerp van 'n uitdeelnijet gevolg moet word.

(5)

5.1.2 Bespreek DRIE punte wat in gedagte gehou moet word wanneer inkomste-bestuur vir Hut'srestaurant gedoen word.

(3)

5.1.3 Verduidelik VIER verantwoordelikhede van die bemarkingsbestuurder van Hut'srestaurant.

(4)

5.2 Oscar het besluit om 'n kralewinkel naby die Hut'srestaurant oop te maak vir toeriste om te koop. Hy was al 'n verkoops persoon in 'n plaaslike souvenierswinkel vir vier jaar en nou wil hy sy eie besigheid begin. Oscar het 'n sakeplan vir sy kralewinkel ontwerp waar hy 'n voorblad en die algemene besigheidsdoelwitte en strategieë ingesluit het.

5.2.1 Evalueer die bogenoemde scenario deur in oorweging te neem dit wat in 'n sakeplan ingesluit moet wees.

(5)

5.2.2 Verskat enige VIER Ps wat Oscar moet oorweeg wanneer hy sy besigheid bemark.

(4)

## 80 TOTAAL AFDELING C:

[40]

- 4.5.5 Stel enige DRIE wildsvleise voor wat in die plek van die bogenoemde vleis bedien kan word. (3)
- 4.5.4 Bespreek DRIE voorsorgmaatreëls wat gevolg moet word om die verlies van sarkoplasma te voorkom wanneer die bogenoemde lendesnit gekook word. (3)
- 4.5.3 Stel TWEË gaarmaakmetodes voor wat geskik is vir bogenoemde lendesnit. (2)
- 4.5.2 Noem die vleissnit waarvan die bogenoemde lendesnit geproduseer word. (1)
- 4.5.1 Identifiseer die lendesnit in die bostaande prentjie. (1)



4.5 Bestudeer die onderstaande prent noukeurig en beantwoord die vrae wat volg.

4.3 Bestudeer die twee prente hieronder en beantwoord die vrae wat volg.



- 4.3.1 Identifiseer die deeg wat gebruik word vir die gereg in PRENT B. (1)
- 4.3.2 Noem en verduidelik die tegniek wat in PRENT A geïllustreer word. (2)
- 4.3.3 Stel enige TWEE ander geregte voor wat met die deeg in VRAAG 4.3.1 gemaak kan word. (2)
- 4.3.4 Gee DRIE eienskappe van die gebakte deeg in VRAAG 4.3.1. (3)

4.4

Jou vriend, wat Geografie doen, stel belang hoe profiteroles voorberei word. Sy het jou, as 'n Gasvrhyeidstudies student genar vir hulp.

- 4.4.1 Noem die tipe deeg wat gebruik word vir profiteroles. (1)
- 4.4.2 Verskat redes vir die volgende voorsorgmaatreëls by die voorbereiding van profiteroles: (1)
- (a) Moenie die water en smeer vir te lank kook nie (1)
- (b) Begin bak op 'n hoë temperatuur van 200 °C (1)
- (c) Verminder die temperatuur na 180 °C na 'n paar minute (1)
- 4.4.3 Stel die verhouding van water en smeer vir die deeg, genoem in VRAAG 4.4.1, voor. (1)

**VRAAG 4**

4.1 Bestudeer die onderstaande prent en beantwoord die vrae wat volg.



4.1.1 Identifiseer die metode van preservering wat in die bostaande prent gebruik was. (1)

4.1.2 Beveel VIER voordele vir die gebruik van gepreserveerde voedsel aan. (4)

4.1.3 Verduidelik hoe die bottels gesteriliseer moet word voordat dit gebruik word vir preservering soos in die bostaande prentjie. (3)

4.2 Jou graad 12-klas gaan 'n praktiese les oor nageregte doen. Hulle was gevra om gelatien in hul bestanddele-bestelling te plaas.

4.2.1 Verduidelik hoe jy die vormhouer sal voorberei voor jy die gelatien mengsel sal ingooi. (2)

4.2.2 Bespreek kortlik die effek van die volgende bestanddele op gelatien-mengsels:

(a) Rou papaja (1)

(b) Alkohol (1)

(c) Suur (1)

4.2.3 Verduidelik die riglyne wat gevolg moet word wanneer nageregte aangebied word om hul voorkoms te verbeter. (4)



3.3 Voltooi die kwotasievorm hieronder met die nodige inligting deur selegs die ontbrekende inligting in jou ANTWOORDEBOEK te skryf. MOENIE die kwotasievorm in jou boek kopieer nie.

**BLOU-RISE HOTEL**  
16 Queensview Park, Queenstown, 5320  
Tel: 045 838 5673 Faks: 045 838 5000 E-pos: [bluerise@hot.com](mailto:bluerise@hot.com)

**KWOTASIE**

Naam van klient: 3.3.1 \_\_\_\_\_ (1) Datum van funksie: 3.3.2 \_\_\_\_\_ (1)  
Aantal mense: 3.3.3 \_\_\_\_\_ (1)  
Telefoonnommer: 3.3.4 \_\_\_\_\_ (1)

Beskrywing van spyskaartitems	Bykomstige items (ingesluit by die prys)	Prys	
Skemerkelkie-spyskaart: 8 happies per persoon	Servette Musiek	R35,00 p/p R25,00 p/p (Vegetariërs)	
Totale spyskaartprys p/p: 3.3.5 R.....			(1)
	<b>Dieetverreistes:</b> - Allergies - vegetariërs (grondboontjies)		

3.3.6 Deposito betaal op ..... (1)  
3.3.7 Balans betaal op ..... (1)  
3.3.8 Handtekeninge:.....

Voedsel- en drankoperateur \_\_\_\_\_  
Klient \_\_\_\_\_  
Datum .....

(8)

3.4 Bereken die totale spyskaartkoste. Toon ALLE berekeninge. (3)

3.5 Bereken die spyskaartprys vir die bogenoemde kwotasie indien 45% bygevoeg word om ander koste te dek. Toon ALLE berekeninge. (3)

3.6 Bepaal of die hoeveelheid happies geskik is vir die bogenoemde funksie. Motiveer jou antwoord. (2)

[40]

**AFDELING C: VOEDING EN SPYSKAARTBEPLANNING –  
VOEDSELKOMMODITEIT**

**VRAAG 3**

3.1 Lees die scenario hieronder en beantwoord die vrae wat volg.

Mr. Smith beplan 'n 21<sup>ste</sup> verjaarsdagpartytjie vir sy dogter wat op 28 Oktober 2014, om 18:00 gehou gaan word. Hy bly by Greystraat 24, Queenstown. Hy het gevra dat die Blou-riese hotel 'n skemerkelkierpartytjie vir die geleentheid sal organiseer. Hy het 50 gaste genooi om die funksie by te woon waarvan 10 van die gaste vegetariërs is. Daar is twee gaste wat allergies vir grondboontjies is.

Mr. Smith se kontakbesonderhede is soos volg:

Telefoonnommer – 045 838 4708  
 Faksnommer – 045 838 4552

Die banketbestuurder van die Blou-riese hotel het die spyskaart vir R35,00 p/p bereken en R25,00 p/p vir die op 'n vegetariese dieet. Die hotel vereis dat die klient 'n deposito van 40% tien dae voor die funksie betaal, en die volle balans twee dae voor die funksie.

- 3.1.1 Verskat die nadele van die gebruik van 'n skemerkelkierfunksie vir die bogenoemde funksie. (4)
- 3.1.2 Stel VYF riglyne voor wat vir die voorbereiding van lokale vir 'n skemerkelkierfunksie gevolg moet word. (5)
- 3.1.3 Noem DRIE ander kossorte wat ook oor die algemeen allergies kan veroorsaak, behalwe die wat in die bogenoemde scenario genoem word. (3)
- 3.1.4 Stel DRIE simptome voor wat deur gaste, allergies vir grondboontjies, getoon kan word indien hulle happies met grondboontjies bedien word. (3)
- 3.2 Noem die redes waarom mense vegetariërs word. (4)
- 3.2.1 Noem die redes waarom mense vegetariërs word. (4)
- 3.2.2 Verduidelik die voordele van die gebruik van tekstuur groente-proteïen. (4)
- 3.2.3 Beskryf die term 'tofu'. (1)



## AFDELING B: KOMBUIS EN RESTAURANTBEDRYGHEDE – HIGIENE, VEILIGHEID EN SEKURITEIT

### VRAAG 2

2.1 Lees die scenario hieronder en beantwoord die vrae wat volg.

'n Paartjie het 'n naweek by die Savoy gastehuis wat onlangs in Port Alfred geopen het, gespandeer. 'n Week na die naweek het die egpaar begin kla oor moegheid en hul oë en vel het begin geel draai. Die personeel van die gastehuis was onverskillig oor persoonlike higiëne. Volgens 'n betrokke bron, word selfs die water wat die gastehuis gebruik, nie behoorlik behandel voordat dit vir gebruik verskat word nie.

2.1.1 Identifiseer die siekte wat die bogenoemde egpaar siek kon gemaak het. (1)

2.1.2 Gee VIER ander simptome wat die bogenoemde egpaar kon ervaar het. (4)

2.1.3 Stel DRIE riglyne voor wat die personeel van die bogenoemde gastehuis moes volg om die oordrag van die siekte in VRAAG 2.1.1 te voorkom. (3)

2.2 Die bestuurder is huiwrig om nuwe rekenaars vir die nuwe gastehuis aan te koop weens finansiële implikasies.

2.2.1 Adviseer die bestuurder van die bogenoemde gastehuis oor hoe rekenaars die sjefs met spyskaartbeplanning kan help. (4)

2.2.2 Verduidelik DRIE voordele vir die gebruik van rekenaars in die gasvryheidsbedryf. (3)

2.2.3 Stel DRIE maniere voor hoe die personeel van die bogenoemde gastehuis professionele etiek en waardes kan vertoon in die voorbereiding en bediening van voedsel. (3)

2.2.4 Noem enige TWEE faktore wat uitmuntende diens in die bogenoemde gastehuis uitmaak. (2)

### TOTAAL AFDELING B: 20

**1.5 KEUSE-ITEMS**

Kies die bedieningstoerusting uit die blok wat die beste by die beskrywing hieronder pas. Skryf slegs die letter (A–G) wat ooreenstem met die gekose toerusting langs die vraagnummer (1.4.1–1.4.5) in die ANTWOORDEBOEK neer.

A	Konfoor
B	Voorsny eenheid
C	Bain Marie
D	Kruisstelletjie
E	Guëridonwaentjie
F	Bedieningstoerusting
G	Warm skinkbord

- 1.5.1 n Stuk toerusting wat kos warm hou deur die kos oor n pan met warm water te plaas
- 1.5.2 Dit word gebruik om borde, bedieningsbakke en voedsel warm te hou
- 1.5.3 Toerusting wat op die buffettafel gebruik word om voedsel warm te hou deur gebruik te maak van kerse of vlambare jellie
- 1.5.4 Klein houers vir peper, sout, asyn en olie
- 1.5.5 Toerusting wat gebruik word vir die bediening of bereiding van voedsel voor die gaste

**40 TOTAAL AFDELING A:**

(5)

(5 x 1)

**1.3 KIES DIE KORREKTE ANTWOORD**

Sekerer inligting is nodig oor gaste voor n bespreking gemaak kan word. Kies VYF korrekte inligting uit die lys hieronder (A–H) wat tydens bespreking nodig is. Skryf slegs die letter wat ooreenstem met die korrekte antwoord in jou ANTWOORDEBOEK.

- A Identiteitsnommer
- B Gaste se salaris
- C Betalingsmetode
- D Mediese geskiedenis
- E Telefoonnommer
- F Rook of nie-rook
- G Aantal gaste
- H Werkluos

(5) (5 x 1)

**1.4 ONTBREKENDE WOORDE OF TERME**

Gee EEN woord of term vir die beskrywings hieronder. Skryf SLEGS die woord/term langs die korrekte vraagnummer in jou ANTWOORDEBOEK neer (1.4.1–1.4.10).

- 1.4.1 n Tipe bedieningsgereedskap wat gebruik word om voedselgedeeltes op te tel en op n gas se bord te plaas
- 1.4.2 Afronding van n dis om die voorkoms aantreklik te maak en die voorkoms te verbeter
- 1.4.3 Wynbedieningstoerusting wat verseker dat die sediment in die wynbottel agterbly
- 1.4.4 Aktiwiteit wat ontwerp is om verbruikersbewustheid en aanvraag te verhoog deur die promose en advertering van die gasvryheidsbedryf
- 1.4.5 Die verspreiding van vet in die bindweefsel dwarsdeur die spiere
- 1.4.6 Eetbare plante met n dubbele soom peule met n enkele ry van sade staan as ... bekend
- 1.4.7 Medikasie wat gebruik word vir die behandeling van MIV
- 1.4.8 Die koste vir die bestuur van n besigheid, byvoorbeeld huur, elektrisiteit, water en belasting, ens.
- 1.4.9 Reëls wat bepaal wat werknemers van n instelling moet dra
- 1.4.10 n Siekte wat gewoonlik die longe affekteer en oorgedra word deur nies en hoes

(10) (10 x 1)

1.2 PASITEMS

Pas die beskrywing in KOLOM A met die korrekte term in KOLOM B. Skryf slegs die letter (A–L) uit KOLOM B wat ooreenstemmend is met die beskrywing in KOLOM A, byvoorbeeld: 1.2.11 M.

KOLOM A		KOLOM B	
1.2.1	die proses wat toelaat dat spierproteïene in vleis weens ensiem-aksie afbreek	A	Blind bak
1.2.2	die verwydering van alle mikro-organismes deur verlengde kook of verhitting tot temperature veel hoër as kookpunt	B	Droging
1.2.3	die verwydering van soveel moonlike kraakbeene en senings om die voorkoms van die vleissnit te verbeter	C	Marinering
1.2.4	borsel van rou tertdeeg met eiermengsel of melk voordat dit gebak word om dit 'n glansende goudbruin voorkoms te gee	D	Veroudering
1.2.5	week van gelatien in kouewater sodat dit vloeistof absorbeer en sag raak	E	Stopvulling
1.2.6	om die oppervlak van vleis met dun snye vet te bedek voordat dit gerooster word	F	Afwerking
1.2.7	verbruining van vleis vinnig oor hoë hitte om die verlies aan vog te verhinder	G	Sterilisasie
1.2.8	bak van 'n kors voordat dit met 'n gepaste vulsel gevul word	H	Bardering
1.2.9	die metode om voedsel te preserveer deur die verwydering van die voginhoud in die voedsel	I	Glasering
1.2.10	inweek van vleis in 'n gegeurde vloeistof vir verskillende tydperke om dit sagter te maak	J	Hidrering
		K	Panskroei
		L	Ontdooiing

(10 x 1) (10)

1.1.6	Die metode van die preservering van voedsel deur die gebruik van suur staan as ... bekend.	A geblik (ingemaak) B insout C pekeling D beroking	(1)
1.1.7	... is 'n klein kopie wat gebruik word om espresso koffie te bedien.	A Beker B Demitasse C Kopie D Plunger	(1)
1.1.8	'n Drankie gemaak van 'n mengsel van 'n verskeidenheid van twee of meer drankies staan as ... bekend.	A cappuccino B geurdrankies C stroop D skemerkelkies	(1)
1.1.9	Die inkomste wat jy kry van die verkoop van die produk, minus al die uitgawes word ... genoem.	A bruto-koste B netto-wins C bruto wins D netto-koste	(1)
1.1.10	Alkoholiese drankies wat voor 'n maaltyd verbruik word, staan as ... bekend.	A apytwekkers B aperitiefs C ciders D sjampagnes	(1)
			(10)
			(10 x 1)

**AFDELING A**

**VRAAG 1**

**1.1 MEERVOUDIGEKEUSE-VRAE**

Verskeie opsies word as moontlike antwoorde vir die volgende vrae gegee. Kies die korrekte antwoord en skryf slegs die letter (A–D) langs die vraagnummer (1.1.1–1.1.10) in die ANTWOORDEBOEK neer, byvoorbeeld: 1.1.11 E.

1.1.1 Water-gebaseerde bevrore nagerigte wat met verskeie geure deurdrenk is, wat gebruik word om die palet skoon te maak, staan as ... bekend.  
A sjerbets  
B sorbets  
C roomys  
D parfais  
(1)

1.1.2 Die gebruik van 'n bekende filmster om te praat oor 'n produk of diens deur middel van die media staan as ... bekend.  
A navorsing  
B populariteit  
C visualisering  
D publisiteit  
(1)

1.1.3 ... kom voor wanneer daar 'n verskil is tussen 'n item se openingsvoorraad plus sy aankope en sy eindvoorraad.  
A Portaal  
B Verkryging  
C Afwyking  
D Kompulsief  
(1)

1.1.4 ... is 'n deel van die handelsmerkbehoutheid en kan ook as 'n merkingsinstrument gebruik word.  
A Verpakking  
B Promosie  
C Advertensie  
D Bemaking  
(1)

1.1.5 Advertering van 'n produk deur potensiele kliënte te bel staan as ... bekend.  
A e-pos  
B gekwetter ('tweetering')  
C e-bemaking  
D telebemaking  
(1)

**INSTRUKSIES EN INLIGTING**

1. Hierdie vraestel bestaan uit VIER afdelings.
 

AFDELING A:	Kortvrae (alle onderwerpe)	(40)
AFDELING B:	Kombuis- en restaurantbedrywighede	(20)
AFDELING C:	Higiëne, veiligheid en sekuriteit Voeding en spyskaartbeplanning Voedselkommoditeite	(80)
AFDELING D:	Sektore en loopbane Voedsel- en drankbediening	(60)
2. Beantwoord AL die vrae in jou ANTWOORDEBOEK.
3. Lees AL die vrae aandagtig deur.
4. Nommer die antwoorde korrek volgens die nommeringstelsel wat in hierdie vraestel gebruik is.
5. Skryf netjies en leesbaar.

Hierdie vraestel bestaan uit 16 bladsye.



TYD: 3 uur

PUNTE: 200

# GASVRYHEIDSTUDIES

SEPTEMBER 2014

GRAAD 12

**NASIONALE  
SENIOR SERTIFIKAT**

