



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES
FEBRUARY/MARCH 2014

MARKS: 200

TIME: 3 hours

This question paper consists of 16 pages.



* H O S P D M *



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 serving	(40)
2. Answer ALL the questions in your ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and legibly.



SECTION A**QUESTION 1**

1.1 MULTIPLE-CHOICE QUESTIONS

Various options are given as possible 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 B.

- 1.1.1 An example of American cuisine is ...
- A hamburgers.
 - B bangers.
 - C pizza.
 - D fritters. (1)
- 1.1.2 A disadvantage of a franchise is that ...
- A menus and prices cannot be changed.
 - B training is provided.
 - C menus and prices can be changed.
 - D promotional material is provided. (1)
- 1.1.3 Professional ... is displayed through dress code and body language.
- A attitude
 - B ethics
 - C appearance
 - D value (1)
- 1.1.4 ... is caused when a chef touches food without washing his/her hands.
- A Typhoid fever
 - B Tuberculosis
 - C Hepatitis
 - D Gastro-enteritis (1)
- 1.1.5 Vital signs that should be checked when treating a person for shock are ...
- A the pulse and breathing.
 - B mobility and the pulse.
 - C breathing and restlessness.
 - D breathing and bleeding. (1)



- 1.1.6 An advantage of using a computer in the hospitality industry is that ...
- A service to the client can be interrupted.
 - B it provides better service to customers.
 - C no training is required for new staff.
 - D information saved can never be lost. (1)
- 1.1.7 The actual price that is paid for an ingredient is known as the ... price.
- A purchase
 - B cost
 - C unit
 - D fixed (1)
- 1.1.8 A South African dish introduced by the Afrikaners is known as ...
- A bobotie.
 - B morogo.
 - C chakalaka.
 - D fricadel (meatballs). (1)
- 1.1.9 The term *docking* refers to ...
- A baking a crust before adding a filling.
 - B piercing small holes in pastry to allow air to escape.
 - C rolling and folding pastry to incorporate air.
 - D lining pastry with greaseproof paper when baking. (1)
- 1.1.10 A ... is a friendly get-together where light hors d'oeuvres are served.
- A cocktail function
 - B dinner
 - C banquet
 - D luncheon (1)



1.2 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

- 1.2.1 A variety of advertising tools that can be used to bring a product to the attention of consumers
- 1.2.2 The ability to work with people from different backgrounds
- 1.2.3 Treatment that you would administer to a guest who has a piece of bread stuck in his throat
- 1.2.4 The system that is used in most establishments to keep track of available stock
- 1.2.5 A cultural group that does not mix meat with milk when preparing food
- 1.2.6 A list of dishes served in sequence to guests at a meal
- 1.2.7 A cocktail pancake served with caviar
- 1.2.8 A specialised serving style where guests are served dishes from a moving trolley
- 1.2.9 A piece of equipment with open wells of water to keep food warm
- 1.2.10 Money given to a waiter at the end of a meal for good service (10)

1.3 MATCHING ITEMS

Choose a statement from COLUMN B that matches a term in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A TERM		COLUMN B STATEMENT	
1.3.1	Chardonnay	A	dry wine
1.3.2	Pinotage	B	forms a foam
1.3.3	Fortified	C	sweet wine
1.3.4	Crown	D	red wine
1.3.5	Sec	E	before a meal
		F	alcohol added
		G	dry white wine

(5 x 1) (5)



1.4 IDENTIFICATION ITEMS

1.4.1 From the list below, identify THREE ways in which HIV and Aids CANNOT be transmitted.

- A Rosa greeted her mother with a hug.
- B Peter was appointed at a hotel to prepare desserts and pastry.
- C Priscilla treated her friend's open wounds with her bare hands.
- D John accidentally pricked his friend with a needle that had been used by a drug addict.
- E Mary and Martha shared a shower at the hostel. (3)

1.4.2 From the list below, select FIVE procedures that a waiter has to perform from the left-hand side of a guest.

- A Presenting a menu
- B Presenting the wine list
- C Serving salads
- D Serving bread
- E Silver service
- F Removing plates
- G Crumbing down
- H Presenting the bill (5)

1.5 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.5.1–1.5.7) in the ANSWER BOOK.

lentils; fortified; right; legumes; 2,5 cm; left; aperitif;
invoice; requisition; 3,5 cm; service cloth; lacto-ovo vegetarians;
chair backs; vegan; tablecloth

1.5.1 A group of people whose diet consists of milk products, eggs, fruit, vegetables and nuts only

1.5.2 A term for dried peas, beans and lentils

1.5.3 An order form that is handed to a store clerk to obtain stock

1.5.4 An alcoholic beverage that is consumed before a meal

1.5.5 The distance from the edge of the table where cutlery is placed

1.5.6 The position of side plates in a cover

1.5.7 A neatly folded cloth placed over the left arm of a waiter (7)

TOTAL SECTION A: 40



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

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

UNIVERSITY STUDENT HOSPITALISED

Four first-year students were accommodated in one room due to a shortage of accommodation at a university. Ayanda, one of the students, had an enlarged lymph gland in her neck. While Ayanda was getting out of the bath one day she fell and hurt herself. She started bleeding. The other girls helped Ayanda to stop the bleeding. Two months later Zoleka, one of the girls who helped Ayanda, showed the same symptoms as Ayanda and was admitted to hospital.

- 2.1.1 Identify the disease Zoleka could contract when she applied first-aid on Ayanda. (1)
- 2.1.2 Give a reason why Zoleka showed the same symptoms as Ayanda. (1)
- 2.1.3 State TWO other ways in which the disease mentioned in QUESTION 2.1.1 can be transmitted. (2)
- 2.1.4 Advise university students with regard to other symptoms of the disease mentioned and how to treat it.
- (a) Symptoms (3)
- (b) Treatment (3)



2.2 Read the case study below and answer the questions that follow.

**BONGI'S BUSINESS PLAN FOR SELLING SOUTH AFRICAN
ROSTERKOEK AND GINGER BEER**



I am Bongi and I have passed Grade 12, but do not have money to study further. I plan to sell South African roosterkoek and ginger beer at the King district office. I have noticed that the staff at this office go to town to buy lunch every day. I intend to produce and sell 300 South African roosterkoeke, accompanied by 500 bottles of 250 ml ginger beer, daily for the whole year. One South African roosterkoek will be sold for R2,00 and a bottle of ginger beer will cost R3,00. I will advertise by word of mouth and go from door to door.

- 2.2.1 Evaluate Bongi's business plan with regard to the following aspects:
- (a) Description of the proposed business (3)
 - (b) Financial plan (4)
 - (c) Operational plan (3)
- 2.2.2 Is Bongi's advertising strategy sufficient to promote the sales of roosterkoek and ginger beer? Motivate your answer. (2)
- 2.2.3 Give Bongi advice on what to keep in mind when making a poster to attract the attention of consumers. (4)



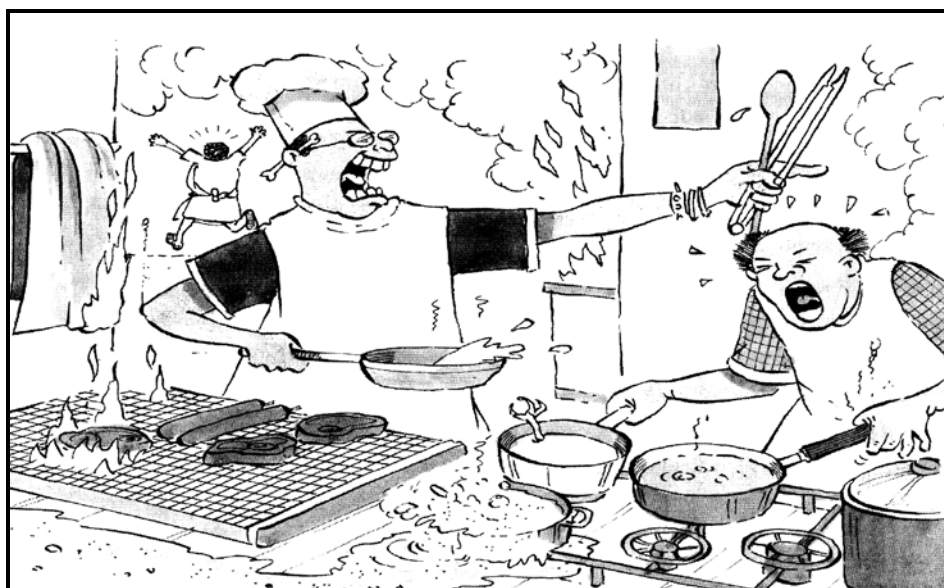
2.3 2.3.1 Explain how Bongi can grow and develop her business with regard to the following:

- (a) Observation (1)
- (b) Honesty (1)
- (c) Respect (1)

2.3.2 Professional appearance and hygiene are vitally important in any hospitality establishment.

Explain to Bongi what she should do to meet this expectation. (4)

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



2.4.1 Identify the incorrect practices in the illustration above that may cause burns. (4)

2.4.2 Recommend the treatment that you would administer to a chef who has been severely burned. (3)

TOTAL SECTION B: 40



SECTION C: FOOD PREPARATION**QUESTION 3**

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

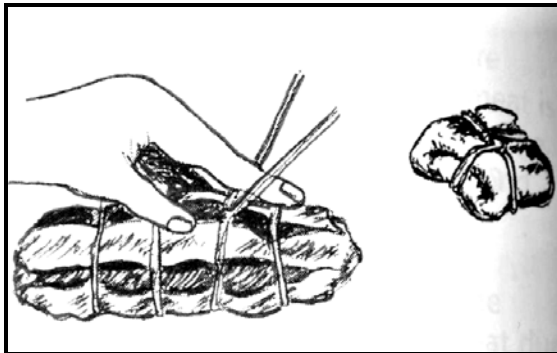
<p style="text-align: center;">MENU LUNCH</p> <p style="text-align: center;">Spring Rolls Samoosas xxxx Rolled, Stuffed Shoulder of Lamb with Mint Sauce Roast Potatoes Crispy Green Vegetables in Season xxxx Croquembouche xxxx Tea/Coffee</p> <p style="text-align: right;">Jan. 2014</p>
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- 3.1.1 Select TWO dishes from the menu above and state the country of origin of each. (4)
- 3.1.2 (a) Identify TWO different types of pastry used in this menu. (2)
- (b) Name the dish prepared from each type of pastry. (2)
- (c) Name the quality characteristics of the end products of each of the two dishes. (4)
- 3.1.3 Suggest a sweet filling that can be used for the croquembouche. (1)
- 3.1.4 Recommend a suitable garnish for the croquembouche. (1)
- 3.1.5 Describe the process that was applied to the shoulder of lamb before it was prepared. (2)
- 3.1.6 Can the shoulder of lamb be ripened? Motivate your answer. (2)



3.2 Study the pictures below and answer the question that follows.

Picture A



Picture B



Identify and describe the techniques illustrated in pictures A and B. Tabulate your answer as follows:

PICTURE	TECHNIQUE	DESCRIPTION
A	(1)	(2)
B	(1)	(2)

(6)

3.3 Study the quote below and answer the question that follows on the next page.

**ZOZOLO CATERERS
QUOTATION**

Name of client: (a) _____

Address: (b) _____

Tel. No.: (c) _____

Date of function: (d) _____

Excluded from the price: (e) _____ (f) _____

8 dozen mince samoosas @ R24,00 per dozen
 2 dozen vegetable samoosas @ R22,00 per dozen
 72 quiches @ R30,00 per dozen
 60 sausage rolls @ R35,00 per dozen
 Sound system R1 500,00
 Cutlery and crockery R850,00
 Decor R700,00
 Tablecloths/Chair backs R1 000,00
 Table decor and cooldrinks are free.

TERMS OF PAYMENT
 Deposit of 65% to be paid four weeks in advance.
 Outstanding amount to be paid before or on the date of the function.



Calculate the following using the information on the previous page. Show ALL calculations in QUESTION 3.3.1 to 3.3.3.

- 3.3.1 Cost of the function (4)
- 3.3.2 Deposit (2)
- 3.3.3 Balance (2)
- 3.4 Complete the quotation in QUESTION 3.3 above. Write down the missing information next to the question number (3.4(a)–3.4(f)) in the ANSWER BOOK. (6)
- 3.5 Control of beverage stock in a catering business is necessary. Name TWO documents that can be used for such control. (2)
- [40]**



QUESTION 4

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

Photograph A



Photograph B



- 4.1.1 Distinguish between the TWO types of dessert above. (2)
- 4.1.2 Name ONE variation of dessert A. (1)
- 4.1.3 State TWO ways of unmoulding dessert A. (2)
- 4.1.4 Explain when the fruit must be added in dessert A and motivate your answer. (2)
- 4.1.5 State THREE rules to observe when preparing the dishes above. (3)

4.2 Study the extract below and answer the question that follows.

The following ingredients were left over from a function:
 eggs; nuts; green and red peppers; sugar; bacon;
 fresh cream; cottage cheese; crackers; gelatin

Create a recipe for a cocktail snack for a lacto-ovo vegetarian guest that can be prepared using the ingredients above. Tabulate your answer as follows:

NAME OF DISH	INGREDIENTS USED	METHOD FOLLOWED
(1)	(4)	(5)

(10)

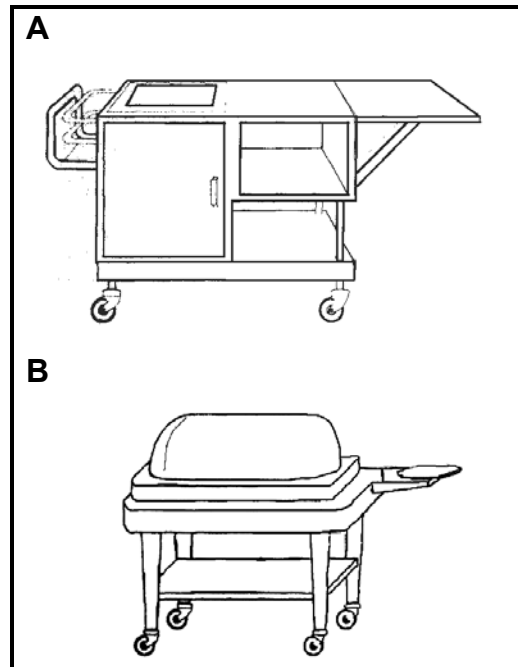
- 4.3 The triplicate system of recording is being replaced by computers.
- 4.3.1 Why are THREE copies required in the triplicate system? (2)
- 4.3.2 Do you think that computers are replacing the triplicate system? Motivate your answer. (3)
- 4.4 Your friend is having a cocktail function for about two hours (16:00–18:00). You will be assisting her in the preparation of the snacks.
- 4.4.1 Indicate the number of snacks that you would serve at the function. (1)
- 4.4.2 Give any TWO examples of cutlery that can be used when serving cocktail snacks. (2)
- 4.4.3 Give THREE hints that you would follow when preparing snacks for the function. (3)
- 4.5 Stock-taking is very important at the King Hotel to minimise losses.
- 4.5.1 Give management advice on guidelines they should follow to minimise the loss of linen. (3)
- 4.5.2 State THREE procedures that should be followed when receiving consumables at the kitchen of the King Hotel. (3)
- 4.6 Explain the advantages of plated service at restaurants. (3)
- [40]**
- TOTAL SECTION C: 80**



SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 Study the illustrations below and answer the question that follows.



Identify the equipment in sketches **A** and **B** above and state ONE function of each.

(4)

5.2 Study the menu below and answer the question that follows.

MENU
DINNER
Thick Clam Soup with Fresh Cream

Prawn Cocktail

Roast Beef
Deep-fried Potatoes
Steamed Vegetables
Horseradish Sauce
Brown Gravy
Greek Salad with Dressing

Bar One Chocolate Pudding
Ice Cream

Tea/Coffee

The menu above is a high risk for an individual with cholesterol problems. Choose FIVE dishes that are NOT suitable for the individual and replace them with suitable ones.

(10)

- 5.3 Explain the procedure that should be followed when serving the following beverages:
- 5.3.1 Beer (5)
 - 5.3.2 White wine (4)
- 5.4 Explain each of the following terms that appear on a wine bottle:
- 5.4.1 Origin
 - 5.4.2 Estate
 - 5.4.3 Cultivar (3)
- 5.5 Study the photograph below and answer the questions that follow.



- 5.5.1 Identify the type of setting in the photograph above. (1)
 - 5.5.2 Evaluate to what extent the setting above is suitable for a formal dinner. (3)
 - 5.5.3 Describe the setup of a restaurant for a formal function. (4)
- 5.6 Advise a new waiter on the correct procedure to be followed when:
- 5.6.1 Presenting the bill (3)
 - 5.6.2 Crumbing down (3)

TOTAL SECTION D: 40
GRAND TOTAL: 200





TOTAAL AFDELING D: 40
GROOTTOTAAL: 200

- 5.6 (3) Gee 'n nuwe kelner raad oor die korrekte prosedure om te volg wanneer: Die rekening aangebied word
- 5.6.1 (3) Die afkrummeling ('crumbing down') gedoen word
- 5.5.3 (4) Beskryf die voorbereiding ('setup') van 'n restaurant vir 'n formele funksie.
- 5.5.2 (3) Evalueer tot watter mate die dekking ('setting') hierbo vir 'n formele dinee geskik is.
- 5.5.1 (1) Identifiseer die tipe dekking ('setting') in die foto hierbo.

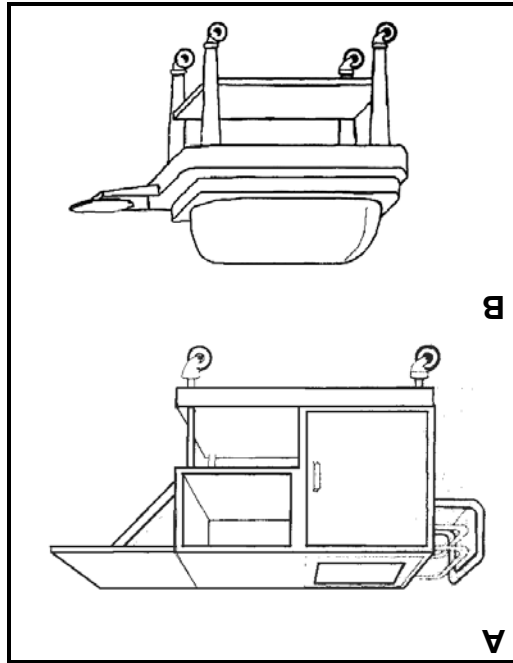


- 5.5 (3) Bestudeer die foto hieronder en beantwoord die vrae wat volg.
 - 5.4.3 Kultivar
 - 5.4.2 Landgoed
 - 5.4.1 Oorsprong
- 5.4 (4) Verduidelik elk van die volgende terme wat op 'n wynbottel verskyn:
 - 5.3.2 Witwyn
 - 5.3.1 Bier
- 5.3 (5) Verduidelik die prosedure wat gevolg moet word wanneer die volgende drank bedien word:

AFDELING D: VOEDSEL- EN DRANKDIENS

VRAAG 5

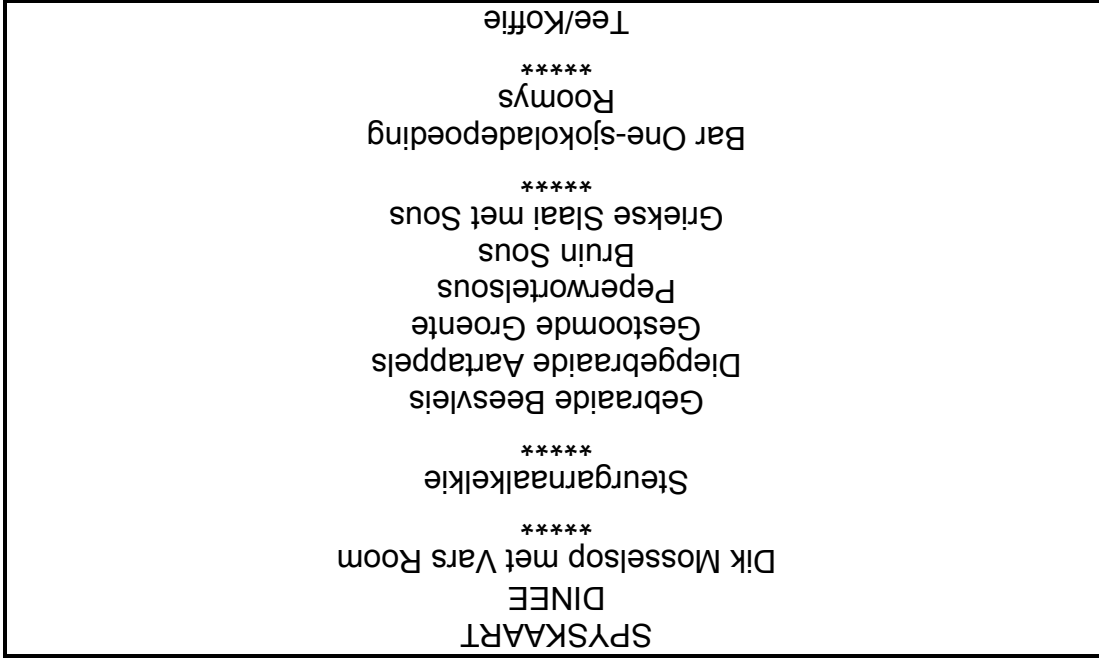
5.1 Bestudeer die illustrasies hieronder en beantwoord die vraag wat volg.



Identifiseer die toerusting in skets **A** en **B** hierbo en noem EEN funksie van elk.

(4)

5.2 Bestudeer die spyskaart hieronder en beantwoord die vraag wat volg.



Die spyskaart hierbo is 'n hoë risiko vir 'n individu wat cholesterolprobleme het. Kies VYF geregte wat NIE geskik is vir die individu NIE en vervang dit met geskikte geregte.

(10)





80	TOTAAL AFDELING C:	
[40]	(3)	Verduidelik die voordele van bordbediening in restaurante.
(3)	4.5.2	Noem DRIE prosedures wat gevolg moet word wanneer verbruikbare voorraad vir die King Hotel se kombuis ontvang word.
(3)	4.5.1	Gee die bestuur raad oor riglyne om te volg om die verlies van linne tot die minimum te beperk.
(3)	4.5	Voorraadopname is baie belangrik by die King Hotel om verliese te beperk.
(3)	4.4.3	Gee DRIE wenke wat jy sal volg wanneer peuselhappies vir die funksie berei word.
(2)	4.4.2	Gee enige TWEE voorbeelde van eetgerei wat gebruik kan word wanneer peuselhappies bedien word.
(1)	4.4.1	Dui die getal peuselhappies aan wat julle by die funksie hierbo sal bedien.
(3)	4.3.2	Dink jy dat rekenaars besig is om die drievoudige inskrywingstelsel te vervang? Motiveer jou antwoord.
(2)	4.3.1	Waarom word DRIE kopieë benodig in die drievoudige inskrywingstelsel?
(3)	4.4	Jou vriend/vriendin gaan 'n skemerkeelkfunksie van ongeveer twee uur (16:00–18:00) hou. Jy gaan haar help met die bereiding van die peuselhappies.
(3)	4.3	Die drievoudige inskrywingstelsel is besig om deur rekenaars vervang te word.



VRAAG 4

4.1 Bestudeer die foto's hieronder en beantwoord die vrae wat volg:



Foto A



Foto B

4.1.1 Onderskei tussen die TWEË tipes nagereg hierbo. (2)

4.1.2 Noem EEN variasie van nagereg A. (1)

4.1.3 Noem TWEË maniere om nagereg A uit die vorm te haal ('unmould'). (2)

4.1.4 Verduidelik wanneer die vrugte by die mengsel in nagereg A gevoeg moet word en motiveer jou antwoord. (2)

4.1.5 Noem DRIE reëls wat nagekom moet word wanneer die geregte hierbo berei word. (3)

4.2

Bestudeer die uitreksel hieronder en beantwoord die vraag wat volg.

Die volgende bestanddele het na 'n funksie oorgebly:
 eiers; neute; groen en rooi soetrisissies; suiker; spekkeis;
 vars room; maaskaas; kraakbeskuitjies; gelatien

Skep 'n resep vir 'n peuselhappie vir 'n laktato-ovo-vegetariese gas wat met die bestanddele hierbo berei kan word. Tabuleer jou antwoord soos volg:

NAAM VAN GEREËG	BESTANDELE	GEBRUIK
(1)	(4)	(5)

(10)

Gebruik die inligting op die vorige bladsy en bereken die volgende. Toon AL die berekeninge in VRAAG 3.3.1 tot 3.3.3.

- | | | |
|-----|-------|--|
| (4) | 3.3.1 | Koste van die funksie |
| (2) | 3.3.2 | Deposito |
| (2) | 3.3.3 | Balans |
| (6) | 3.4 | Voltooi die kwotasie in VRAAG 3.3 hierbo. Skryf die antwoord langs die vraagnummers (3.4(a)–3.4(f)) in die ANTWOORDEBOEK neer. |
| (2) | 3.5 | Noem TWEE dokumente wat vir sulke beheer gebruik kan word. Behoorlik is 'n spyseniersonderneming is noodsaaklik. |

[40]





ZOLO SPYSENERS
KWOTASIE

Naam van klient: (a) _____
Adres: (b) _____
Telnr.: (c) _____
Datum van funksie: (d) _____
Uitgesluit uit prys: (e) _____ (f) _____

8 dosyn maaiessamoosas @ R24,00 per dosyn
2 dosyn groentesamoosas @ R22,00 per dosyn
72 quiches @ R30,00 per dosyn
60 worsrolletjies @ R35,00 per dosyn
Klanksteisel R1 500,00
Eetgerei en breekware R850,00
Dekor R700,00
Tafeldoeke/Stoelkleedjies R1 000,00
Tafelversierings en koeldranke is gratis.

BETALINGSVOORWAARDES

Deposito van 65% moet vier weke voor die funksie betaal word.
Uitstaande bedrag moet voor of op dag van funksie betaal word.

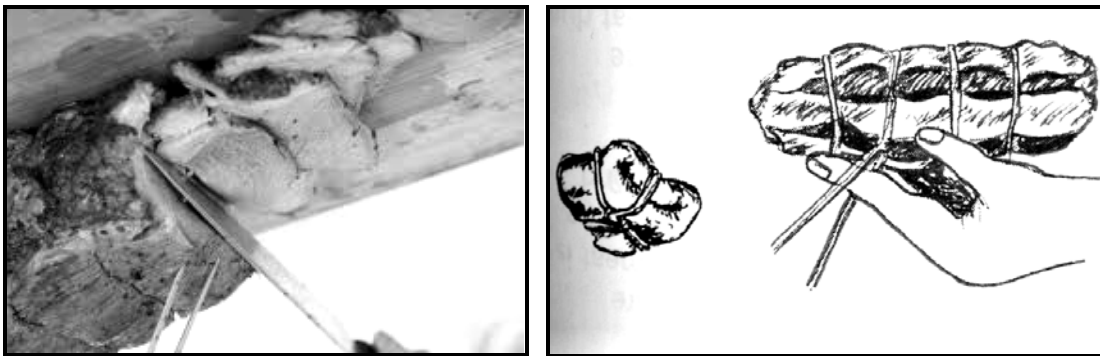
3.3

Bestudeer die kwotasie hieronder en beantwoord die vraag wat op die volgende bladsy volg.

PRENTJIE	TEGNIK	BESKRIVING
A	(1)	(2)
B	(1)	(2)

(6)

Identifiseer en beskryf die tegnieke wat in prentjie A en B geïllustreer word. Tabuleer jou antwoord soos volg:



Prentjie B

Prentjie A

3.2

Bestudeer die prentjies hieronder en beantwoord die vraag wat volg.



- 3.1.6 (2) Kan die lamsblad ryp gemaak word? Motiveer jou antwoord.
- 3.1.5 (2) Beskryf die proses wat op die lamsblad toegepas is voordat dit berei is.
- 3.1.4 (1) Stel geskikte garnering vir die croquembouche voor.
- 3.1.3 (1) Stel 'n soet vuisel voor wat vir die croquembouche gebruik kan word.
- (4) (c) Noem die gehaltekenmerke van elk van die twee geregte se eindproduk.
- (2) (b) Noem die gereg wat van elke tipe deeg gemaak word
- (2) (a) Identifiseer TWEE verskillende tipes deeg wat in hierdie spyskaart gebruik word.
- 3.1.1 (4) Kies TWEE geregte uit die spyskaart hierbo en noem die land van oorsprong van elk.

SPYSKAART
MIDDAGETE

Chinese Rolletjies ('Spring Rolls')
Samoesas
xxxxx

Gerolde, Gestopte Lamsblad met Kruisementous
Gebraaide Aartappels
Kraakvars Groen Groente volgens Seisoen
xxxxx

Croquembouche
xxxxx

Tee/Koffie

Jan. 2014

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

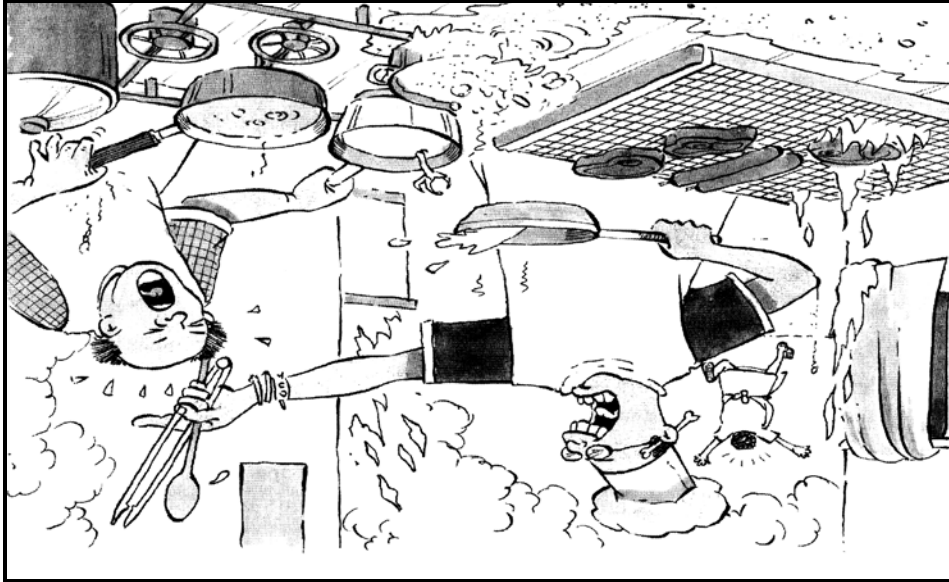
VRAAG 3

AFDELING C: VOEDSELBEREIDING



TOTAAL AFDELING B: 40

- 2.4.2 Beveel aan hoe jy 'n sjet wat ernstig gebrand het, sal behandel. (3)
- 2.4.1 Identifiseer die verkeerde praktyke in die illustrasie hierbo wat brandwonde kan veroorsaak. (4)




- 2.4 Bestudeer die illustrasie hieronder en beantwoord die vrae wat volg. (4)
 - Verduidelik aan Bongli wat sy kan doen om aan hierdie verwagting te voldoen.
- 2.3.2 Professionele voorkoms en higiëne is baie belangrik in enige gasryheidsonderneming. (1)
 - (a) Waarneming
 - (b) Eerlikheid
 - (c) Respek
- 2.3.1 Verduidelik hoe Bongli haar besigheid kan laat groei en ontwikkel met betrekking tot die volgende: (1)
 - (1)
 - (1)
 - (1)

2.2

Lees die gevallestudie hieronder en beantwoord die vrae wat volg.

BONGI SE BESIGHEIDSPLAN OM SUID-AFRIKAANSE ROOSTERKOEK EN GEMMERBIER TE VERKOOP



Ek is Bong! Ek het grad 12 geslaag, maar het nie genoeg geld om verder te studeer nie. Ek beplan om Suid-Afrikaanse roosterkoek en gemmerbier by die King-distrikskantoor te verkoop. Ek het opgelet dat die personeel by hierdie kantoor elke dag dorp toe gaan om middagete te koop. Ek beplan om daaglik, vir die hele jaar, 300 Suid-Afrikaanse roosterkoeke te maak en saam met 500 bottels van 250 ml elk gemmerbier te verkoop. Een Suid-Afrikaanse roosterkoek sal R2,00 kos en die gemmerbier sal R3,00 kos. Ek sal mondelings en van deur tot deur adverteer.

2.2.1 Evalueer Bong! se besigheidsplan met betrekking tot die volgende aspekte:

- (a) Beskrywing van die voorgestelde besigheid
- (b) Finansiële plan
- (c) Operasionele plan

2.2.2 Is Bong! se bemarkingsstrategie voldoende om die verkoop van roosterkoek en gemmerbier te adverteer/bemark? Motiveer jou antwoord.

2.2.3 Gee Bong! raad oor wat sy in gedagte moet hou wanneer sy 'n plakkaat maak om verbruikers se aandag te trek.

(4)

(2)

(3)

(4)

(3)



AFDELING B: GASVRYHEIDSKONSEPTE EN GESONDHEID EN VEILIGHEID

VRAAG 2

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

UNIVERSITEITSTUDENT GEHOSPITALISEER

Vier eerstejaars studente is in een kamer geakkommodeer as gevolg van 'n tekort aan akkommodasie by 'n universiteit. Ayanda, een van die studente, het 'n vergrote limfklier in haar nek gehad. Terwyl Ayanda eendag uit die bad geklim het, het sy geval en haarself beseer. Sy het begin bloei. Die ander meisies het Ayanda gehelp om die bloeding te stop. Twee maande later het Zoleka, een van die meisies wat Ayanda gehelp het, dieselfde simptome as Ayanda getoon en is gehospitaliseer.

- 2.1.1 Identifiseer die siekte wat Zoleka kon opdoen toe sy noodhulp op Ayanda toegepas het. (1)
- 2.1.2 Gee 'n rede waarom Zoleka dieselfde simptome as Ayanda getoon het. (1)
- 2.1.3 Noem TWEE ander maniere waarop die siekte in VRAAG 2.1.1 oorgedra kan word. (2)
- 2.1.4 Gee die universiteitsstudente raad oor ander simptome van hierdie siekte en ook hoe om dit te behandel. (a) Simptome (3)
(b) Behandeling (3)





40 TOTAAL AFDELING A:

- 1.5.7 'n Netjies gevoude doek wat oor 'n keiner se linkerarm geplaas word
- 1.5.6 Die posisie van die kleinbordjies in 'n plekdekking ('cover')
- 1.5.5 Die afstand vanaf die rand van die tafel waar eetgerei geplaas word
- 1.5.4 'n Alkoholiese drankie wat voor 'n maaltyd gedrink word
- 1.5.3 'n Bestelvorm wat aan 'n voorraadkierk oorhandig word sodat voorraad bekom kan word
- 1.5.2 'n Term vir droë erfjies, boonjies en lensies
- 1.5.1 'n Groep mense wie se dieet slegs uit melkprodukte, eiers, vrugte, groente en neute bestaan

lensies; gefortifiseerd; regs; peulgroente; 2,5 cm; links; aperitief; faktuur; rekwisisie; 3,5 cm; bedieningsdoek; lakto-ovo-vegetariers; stoelrugleunings; veganis; tafeldoek

Gee EEN woord/term vir elk van die volgende beskrywings deur 'n woord/term uit die lys hieronder te kies. Skryf slegs die woord/term langs die vraagnummer (1.5.1-1.5.7) in die ANTWOORDEBOEK neer.

- 1.5 (5)
 - A Aanbied van 'n spyskaart
 - B Aanbied van die wynlys
 - C Bedien slaai
 - D Bedien brood
 - E Silwerbediening
 - F Verwyder borde
 - G Atkummel ('Crumbling down')
 - H Aanbied van rekening
- 1.4.2 Kies VYF prosedures uit die lys hieronder wat 'n keiner van 'n gas se linkerkant af moet uitvoer.
- (3)
 - A Rosa het haar ma met 'n drukkie gegroet.
 - B Peter is by 'n hotel aangestel om nageregte en fyngebak te berei.
 - C Priscilla het haar vriend se oop wonde met haar kaal hande behandel.
 - D John het per ongeluk sy vriend met 'n naald geprik wat deur 'n dwelmverslaafde gebruik is.
 - E Mary en Martha het 'n stort in die koshuis gedeel.
- 1.4.1 Identifiseer DRIE maniere uit die lys hieronder waarop MIV en Vigs NIE oorgedra kan word NIE.

1.4 IDENTIFIKASIE-ITEMS

1.2 EENWOORDITEMS

Gee EEN woord/term vir elk van die volgende beskrywings. Skryf slegs die woord/term langs die vraagnummer (1.2.1–1.2.10) in die ANTWOORDEBOEK neer.

- 1.2.1 'n Verskeidenheid reklamemiddels wat gebruik kan word om 'n produk onder die aandag van verbruikers te bring
- 1.2.2 Die vermoë om saam met mense uit verskillende agtergronde te werk
- 1.2.3 Die behandeling wat jy sal toepas indien daar 'n stukkie brood in 'n gas se keel vassit
- 1.2.4 Die stelsel wat in die meeste ondernemings gebruik word om op hoogte van beskikbare voorraad te bly
- 1.2.5 'n Kulturele groep wat nie vleis en melk meng wanneer voedsel berei word nie
- 1.2.6 'n Lys geregte wat in volgorde tydens 'n maaltyd aan gaste bedien word
- 1.2.7 'n Snoeppannekoekie ('cocktail pancake') wat met kaviaar bedien word
- 1.2.8 'n Gespesialiseerde bedieningsstyl waarvolgens geregte vanaf 'n bewegende trolleie aan gaste bedien word
- 1.2.9 Toerusting met oop waterbakke om kos warm te hou
- 1.2.10 Geld wat aan die einde van 'n maaltyd vir goeie diens aan 'n kelner gegee word

1.3

PASITEMS

Kies 'n verklaring uit KOLOM B wat by 'n term in KOLOM A pas. Skryf slegs die letter (A–G) langs die vraagnummer (1.3.1–1.3.5) in die ANTWOORDEBOEK neer.

KOLOM A TERM	KOLOM B VERKLARING
1.3.1 Chardonnay	A droëwyn
1.3.2 Pinotage	B vorm skum
1.3.3 Gefortifiseerd	C soëwyn
1.3.4 Kroon	D rooiwyn
1.3.5 Sec	E voor 'n maaltyd
	F alkohol bygevoeg
	G droë witwyn

(5) (5 x 1)





- 1.1.6 Die voordeel van die gebruik van 'n rekenaar in die gasryheidsbedryf is dat ...
- A diens aan die klient onderbreek kan word.
 B dit 'n beter diens aan kliënte lewer.
 C geen opleiding van nuwe personeel nodig is nie.
 D inligting wat gestoor is, nooit verloor kan word nie.
- (1)
- 1.1.7 Die werklike prys wat vir 'n bestanddeel betaal word, staan as die ... prys bekend.
- A aankoop-
 B kos-
 C eenheids-
 D vaste
- (1)
- 1.1.8 'n Suid-Afrikaanse gereg wat deur die Afrikaner bekend gestel is, is ...
- A bobotie.
 B morogo.
 C chakalaka.
 D frikkadelle.
- (1)
- 1.1.9 Die term *prík* ('docking') verwys na die ...
- A bak van 'n kors voordat 'n vuisel daarin geplaas word.
 B maak van klein gaatjies in tertkors om lug te laat ontsnap.
 C rol en vou van tertkors sodat lug geïnkorporeer kan word.
 D uitvoer van tertkors met waspapier wanneer dit gebak word.
- (1)
- 1.1.10 'n ... is 'n vriendelike byeenkoms waar ligte hors d'oeuvres bedien word.
- A Skemerkelkfunksie
 B Dinee
 C Banket
 D Noenmaal/Middagete
- (1)

AFDELING A**VRAAG 1**

1.1 MEERVOUDIGEKEUSE-VRAE

Verseke opsies word as moonlike antwoorde vir die volgende vrae gegee. Kies die antwoord en skryf slegs die letter (A–D) langs die vraagnommer (1.1.1–1.1.10) in die ANTWOORDEBOEK neer, byvoorbeeld 1.1.11 B.

- 1.1.1 'n Voorbeeld van Amerikaanse kookkuns ('cuisine') is ...
 A hamburgers.
 B worsies ('bangers').
 C pizza.
 D poffertjies ('fritters'). (1)
- 1.1.2 'n Nadeel van 'n franchise is dat ...
 A spyskaarte en pryse nie verander kan word nie.
 B opleiding verskat word.
 C spyskaarte en pryse verander kan word.
 D promosemateriaal verskat word. (1)
- 1.1.3 Professionele ... word deur klieredragkode en lyfitaal vertoon.
 A houding
 B etiek
 C voorkoms
 D waarde (1)
- 1.1.4 ... word veroorsaak wanneer 'n sjef aan kos raak sonder om sy/haar hande te was.
 A Buiktitus/Ingewandskoors
 B Tuberkulose
 C Hepatitis
 D Gastroënteritis (1)
- 1.1.5 Tekens van lewe wat nagegaan moet word wanneer 'n persoon vir skok behandel word, is ...
 A die polsslag en asemhaling.
 B mobiliteit en die polsslag.
 C asemhaling en rusteloosheid.
 D asemhaling en bloeding. (1)





INSTRUKSIES EN INLIGTING

1. Hierdie vraestel bestaan uit VIER afdelings.
 AFDELING A: Kortvrae (40)
 AFDELING B: Gasryheidskonsepte en gesondheid en veiligheid (40)
 AFDELING C: Voedselbereiding (80)
 AFDELING D: Voedsel- en drankbediening (40)
2. Beantwoord AL die vrae in jou ANTWOORDEBOEK.
3. Nommer die antwoorde korrek volgens die nommeringstelsel wat in hierdie vraestel gebruik word.
4. Skryf netjies en leesbaar.



Hierdie vraestel bestaan uit 16 bladsye.

TYD: 3 uur

PUNTE: 200

GASVRYHEIDSTUDIES
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GRAAD 12

NASIONALE
SENIOR SERTIFIKAT



Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

basic education