



# education

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Department:  
Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 10**

**HOSPITALITY STUDIES  
EXEMPLAR PAPER**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 14 pages.**

**149 0 E**

**INSTRUCTIONS AND INFORMATION**

1. Read ALL the questions carefully before answering them.
2. This question paper consists of FIVE sections.
3. ALL questions from SECTION A to E are COMPULSORY.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Write neatly and legibly.

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

Various possible options are provided as answers to the following questions. Choose the correct answer and write only the letter (A - D) next to the question number (1.1 - 1.14) in the answer book.

Example:

1.0 Frozen food must be kept at ...

- A 1 °C to 18 °C
- B 1 °C to 5 °C
- C -18 °C to -24 °C
- D 0 °C to -4 °C

Answer: 1.0 C

1.1 Accommodation establishments are graded according to the star grading system. The highest level in South Africa is a ...

- A one star.
- B six star.
- C five star.
- D four star.

(1)

1.2 Fast-food outlets prepare food which is mainly ...

- A for special events.
- B eaten off the premises.
- C served in hospitals.
- D eaten in restaurants.

(1)

1.3 A simple building block for protein is ...

- A oxygen.
- B iodine.
- C glucose.
- D amino acids.

(1)

1.4 A good source of vitamin C is ...

- A oranges.
- B milk.
- C meat.
- D bread.

(1)

- 1.5 A hard-boiled egg has to cook for approximately ... minutes.
- A 8 - 12
  - B 20
  - C 5
  - D 18
- (1)
- 1.6 In ... dishes, egg whites have to be beaten to the foam stage.
- A soft meringue
  - B soufflé
  - C cake
  - D binding agent
- (1)
- 1.7 Dry products, for example pasta, should be stored at approximately ...
- A 6 °C.
  - B -18 °C.
  - C 18 °C.
  - D 32 °C.
- (1)
- 1.8 One cup of liquid, for example water, is equal to ...
- A 60 ml
  - B 125 ml
  - C 325 ml
  - D 250 ml
- (1)
- 1.9 A continental breakfast includes ...
- A croissants, stewed fruit and cereals.
  - B croissants, eggs and mushrooms.
  - C croissants, fried tomatoes and baked beans.
  - D croissants, grilled bacon and sausages.
- (1)
- 1.10 The term 'blend' refers to ... ingredients.
- A whisking
  - B mixing
  - C beating
  - D pounding
- (1)
- 1.11 Polenta is a ... product.
- A wheat
  - B corn
  - C rye
  - D barley
- (1)

- 1.12 Feta is an example of ... cheese.
- A semi-soft
  - B hard
  - C soft
  - D semi-hard
- (1)
- 1.13 'Mise en place' refers to the preparation ...
- A before service or production.
  - B of all vegetables before cooking begins.
  - C of meat and fish before cooking begins.
  - D of all the sweets and pastry dishes before service begins.
- (1)
- 1.14 The rate charged to a customer who makes a last minute booking, is known as ... rate.
- A occupancy
  - B rack
  - C discounted
  - D special
- (1)
- 1.15 In a well-planned kitchen, the cleaning area should be separate and close to the ... area.
- A storage
  - B receiving
  - C serving
  - D cold storage
- (1)
- 1.16 Weevils and moths can be found in ...
- A eggs.
  - B frozen food.
  - C cooked food.
  - D cake flour.
- (1)
- 1.17 Cooking an egg without a shell in hot water or milk, is known as ... egg.
- A poached
  - B scrambled
  - C fried
  - D boiled
- (1)

1.18 Ravioli is an example of a ...

- A fruit.
- B cereal.
- C pasta.
- D vegetable.

(1)

1.19 Minced meat used for preparing bobotie is commonly a product of ...

- A beef.
- B lamp.
- C pok.
- D mutton.

(1)

1.20 When planning breakfast, the emphasis must be on the ... food group.

- A fruit and vegetables
- B meat
- C starch and grain
- D fats and oil

(1)

**[20]**

**QUESTION 2**

2.1 COFFEE AND TEA

Match the explanation in COLUMN B with a related beverage in COLUMN A. Write only the letter (A - H) next to the question number (2.1.1 - 2.1.7) in the answer book.

COLUMN A		COLUMN B	
BEVERAGE		EXPLANATION	
2.1.1	Black tea	A	strong, dark coffee usually without milk
2.1.2	Plunger coffee	B	topped with frothed milk
2.1.3	Espresso	C	made by adding espresso to hot milk
2.1.4	Cappuccino	D	served in a tall glass on ice
2.1.5	Café latte	E	made in a machine with filter bags
2.1.6	Iced coffee	F	also known as la caffetière
2.1.7	Filter coffee	G	also known as Ceylon tea
		H	topped with cream

(7)

2.3 WASTE DISPOSAL

Which of the following will be classified as organic waste that can be used to make compost:

- Bread crusts
- Cardboard
- Cold-drink cans
- Vegetable peels
- Paper
- Wilted carrots

(3)  
[16]

**TOTAL SECTION A: 30**

**SECTION B: HOSPITALITY CONCEPTS****QUESTION 3**

- 3.1 Three different chefs can work in the kitchen of the Mount Nelson (5-star) hotel. Name the THREE chefs and explain the responsibilities of each briefly. 96)
- 3.2 Identify a hospitality establishment in your local area offering the following service:
- 3.2.1 Accommodation
  - 3.2.2 Food service
  - 3.2.3 Transport
  - 3.2.4 Travel organisers (4)
- 3.3 Differentiate between *industrial caterers* and *outdoor caterers*. (6)
- 3.4 Hospitality establishments offering accommodation and meals have FOUR basic functional areas. List the FOUR areas. (4)
- TOTAL SECTION B: 20**



**SECTION C: HEALTH AND SAFETY****QUESTION 4**

- 4.1 Food poisoning can be a common problem in some establishments. List FIVE ways of preventing food poisoning in the kitchen. (5)
- 4.2 Explain the concept *first in first out* and use an example. (2)
- 4.3 Suggest FIVE environmentally friendly practices that can be applied by the hospitality industry. (5)
- 4.4 Give FIVE guidelines for washing dishes in a restaurant. (5)
- 4.4 You have been asked to train new chefs on safety practices in the kitchen. Outline FIVE important safety measures that you would emphasise during this training session. (4)
- 4.5 Write down TWO South African laws on health and safety and explain the two laws. (4)

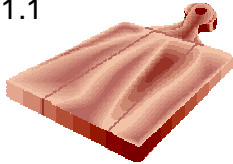
**TOTAL SECTION C: 25**

**SECTION D: FOOD PRODUCTION**

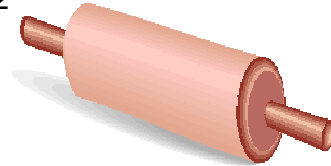
**QUESTION 5**

5.1 Identify the following equipment and explain the use of each piece of equipment. Redraw the table and complete it in your answer book.

5.1.1



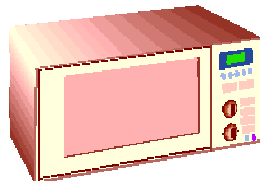
5.1.2



5.1.3



5.1.4



5.1.5



EQUIPMENT	USES
5.1.1	
5.1.2	
5.1.3	
5.1.4	
5.1.5	

(5 x 2) [10]

5.2 Knives are the chef's basic tools, but they can be very dangerous. Write FIVE guidelines for the safe handling of knives.

(5)  
[15]

**QUESTION 6**

- 6.1 Study the selection of food for 'The Big Eat Hotel' below and draw up a traditional English breakfast menu, following the rules for menu writing.

savoury mince; toast; coffee/tea; smooresnoek; mushrooms; fried eggs (6)

- 6.2 Study the recipe below and answer the questions that follow:

**CANNELLONI WITH SAVOURY MINCE****INGREDIENTS:**

1 tbs oil  
1 small onion, chopped  
500 g mince  
1½ cup milk  
4 bay leaves  
12 cannelloni tubes  
1 tsp salt  
½ tsp pepper  
2 cups medium white sauce  
80 g cheddar cheese, grated

**METHOD:**

1. Saute onions and mince and flavour to taste.
2. Boil the cannelloni for about 15 minutes until al dente. Drain and rinse under cold water.
3. Pipe savoury mince into the cannelloni tubes. Arrange in a flat dish.
4. Prepare a medium white sauce and add cheese. Pour over the cannelloni. Sprinkle over a little extra cheese and bake for about 25 minutes.

- 6.2.1 Are the ingredients listed in the correct order? Substantiate your answer. (1)

- 6.2.2 Identify the methods of cooking that are used in the above recipe and briefly describe each method. (6)

- 6.2.3 Explain the following terminology:

- (a) Saute (2)  
(b) Al dente (2)  
(c) Drain (1)

- 6.2.4 Explain how you will boil pasta in general. (3)
- 6.2.5 Name the measuring equipment that you will use to measure the following:  
(a) 10 ml oil  
(b) 500 g mince  
(c) 400 ml milk (3)
- 6.3 When setting a menu, the sensory value must also be considered. Discuss the statement under the following headings:
- 6.3.1 Colour
- 6.3.2 Texture
- 6.3.3 Flavour (3)
- 6.4 Discuss the eating habits and food preferences of Muslims. (4)
- [32]**

**QUESTION 7**

- 7.1 There are many different ways to prevent oxidation of fresh fruit. Discuss THREE ways to prevent the discolouration of a banana when it is used in fruit salad. (3)
- 7.2 From the list below, select the THREE main ingredients of a Greek salad:  
onion; mustard; feta cheese; mayonnaise; olives; whipped cream; lettuce (3)
- 7.3 Explain how you would prepare a vinaigrette dressing. (4)
- 7.4 Which ONE of the following milk products will you buy for a coffee shop:  
(a) Pasteurised  
(b) Ultra-heat treated (UHT)  
Substantiate your answer. (2)
- 7.5 Discuss the THREE cooking guidelines that have to be followed to successfully boil eggs.. (3)
- 7.6 What will a muffin look like if the mixture was over-stirred during preparation? (2)

- 7.7 Discuss some scones under the following headings:
- 7.7.1 List THREE possible reasons for a poorly risen scone. (3)
  - 7.7.2 How do you incorporate air during the mixing process? (2)
- 7.8 How can lumps be prevented during the preparation of soft porridge? (2)
- 7.9 Explain the difference between *whole meal* and *wheat meal* and give an example of a bread that can be baked from EACH type of flour. (4)
- [28]**

**TOTAL SECTION D: 75**

## **SECTION E: FOOD AND BEVERAGE SERVICE**

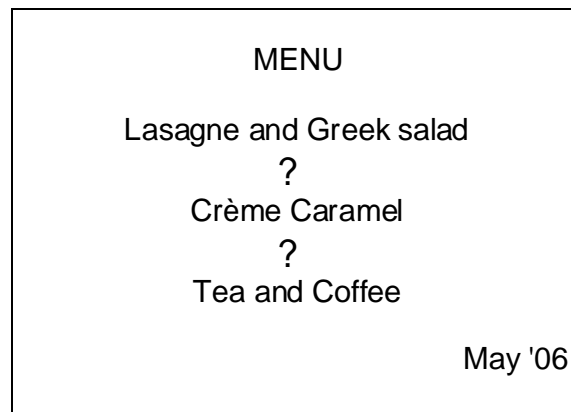
### **QUESTION 8**

- 8.1 Explain the differences between a *sit-down* and a *finger buffet*. (4)
- 8.2 Explain TWO functions of the station waitron. (2)
- 8.3 You have been appointed as a waitron at a local Wimpy restaurant. It is a busy restaurant and you have undergone training to deal with the guests effectively. Your first family of two adults and two children arrive for a breakfast. The children are aged 3 and 6 and the father is in a wheelchair. Everything has gone smoothly with the meal and the customers are happy with the service.
- 8.3.1 List FIVE procedures you should follow when receiving guests in a restaurant. (5)
  - 8.3.2 The children are becoming restless. What can be done to assist the parents to make their evening more pleasant? (4)
  - 8.3.3 What will you consider when choosing a table for the father to be seated at? (2)
  - 8.3.4 Wimpy uses plate service. Explain what is meant by *plate service*. (5)
  - 8.3.5 Explain the sequence you would follow when serving the guests. (2)
  - 8.3.6 Why do family restaurants make use of overlays when setting tables? (2)
  - 8.3.7 Give TWO examples of hot beverages normally served with breakfast. (2)

- 8.3.8 State FIVE steps you would follow when presenting the bill. (5)
- 8.3.9 The family is paying with a credit card. What is the correct procedure to be followed by the waiter when processing the payment? (2)
- 8.3.10 Reflecting on your performance of service, do you think you deserve a gratuity for this service? Substantiate your answer. (2)

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

The menu below has been compiled for a conference of 40 guests.



- 8.4.1 Make a list of cutlery and crockery that would be required for the above meal. (6)
- 8.4.2 Discuss, in detail, how you would set out the room using buffet planning principles to serve these guests under the following headings:
  - (a) Arrangement of tables (1)
  - (b) Tablecloths (2)
  - (c) Placement of hot foods (1)
  - (d) Arrangement of dishes (2)
  - (e) Portion control (2)
  - (f) Serving equipment (2)
  - (g) Food safety and hygiene (2)

**TOTAL SECTION E: 52**

**GRAND TOTAL: 200**



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Department:  
Education  
**REPUBLIC OF SOUTH AFRICA**

**NASIONALE  
SENIOR SERTIFIKAAT**

**GRAAD 10**

**GASVRYHEIDSTUDIES  
MODELVR AESTEL**

**PUNTE: 200**

**TYD: 3 uur**

**Hierdie vraestel bestaan uit 14 bladsye.**

**149 0 A**

**INSTRUKSIES EN INLIGTING**

1. Lees AL die vrae aandagtig voordat jy dit beantwoord.
2. Hierdie vraestel bestaan uit VYF afdelings.
3. AL die vrae van AFDELING A tot E is VERPLIGTEND.
4. Nommer die antwoorde korrek volgens die nommeringstelsel wat in hierdie vraestel gebruik is.
5. Skryf netjies en leesbaar.



**AFDELING A****VRAAG 1: MEERVOUDIGEKEUSE-VRAE**

Verskeie moontlike opsies word as antwoorde vir die volgende vrae verskaf. Kies die korrekte antwoord en skryf slegs die letter (A - D langs die vraagnommer (1.1 - 1.14) in die antwoordeboek neer.

Voorbeeld:

1.0 Gevriesde kos moet by ... bewaar word.

- A 1 °C to 18 °C
- B 1 °C to 5 °C
- C -18 °C to -24 °C
- D 0 °C to -4 °C

Antwoord: 1.0 C

1.1 Akkommodasie-instellings maak van 'n stergraderingstelsel gebruik. Die hoogste aantal sterre wat 'n hotel in Suid-Afrika kan kry is ...

- A een ster.
- B ses sterre.
- C vyf sterre.
- D vier sterre.

(1)

1.2 Kitskosondernemings berei hoofsaaklik kos voor ...

- A vir spesiale geleenthede.
- B om op die perseel te eet.
- C vir hospitale.
- D om in restaurante te eet.

(1)

1.3 'n Eenvoudige bloublok vir proteïene is ...

- A suurstof.
- B jodium.
- C glukose.
- D aminosure.

(1)

1.4 'n Goeie bron van vitamine C is ...

- A lemoene.
- B melk.
- C vleis.
- D brood.

(1)

1.5 'n Hardgekookte eier moet vir ongeveer ... minute gekook word.

- A 8 - 12
- B 20
- C 5
- D 18

(1)

1.6 In ...-geregte moet eierwitte tot die skuimstadium geklits word.

- A sagte meringue
- B soufflé
- C koek
- D bindmiddel

(1)

1.7 Droë produkte, byvoorbeeld pasta, moet by ongeveer ... geberg word.

- A 6 °C.
- B -18 °C.
- C 18 °C.
- D 32 °C.

(1)

1.8 Een koppie vloeistof, byvoorbeeld water, is gelyk aan ...

- A 60 ml
- B 125 ml
- C 325 ml
- D 250 ml

(1)

1.9 'n Kontinentale ontbyt sluit ... in.

- A croissants, gestoofde vrugte en graankos.
- B croissants, eiers en sampioene.
- C croissants, gebraaide tamaties en gebakte bone.
- D croissants, gebraaide spek en wors.

(1)

1.10 Die term 'meng' verwys na die ... van bestanddele.

- A klits
- B meng
- C klop
- D fynstamp

(1)

1.11 Polenta is 'n ...-produkt.

- A koring
- B mielie
- C rog
- D gars

(1)

- 1.12 Feta is 'n voorbeeld van ... kaas.
- A semi-sagte
  - B harde
  - C sagte
  - D semi-harde
- (1)
- 1.13 'Mise-en-place' verwys na die voorbereiding ...
- A voor bediening of produksie.
  - B van alle groente voor die kookproses.
  - C van vleis of vis voor die kookproses.
  - D van alle nageregte en gebak voor bediening begin.
- (1)
- 1.14 Die tarief wat gevra word wanneer 'n kliënt 'n laaste-minuut-bespreking doen, staan as ...-tarief bekend.
- A okkupasie
  - B woeker
  - C afslag
  - D spesiale
- (1)
- 1.15 By 'n goed beplande kombuis, behoort die opwasarea apart en naby die ...-area te wees.
- A bewarings
  - B ontvangs
  - C bedienings
  - D koelbewarings
- (1)
- 1.16 Kalanders en motte kom voor in ...
- A eiers.
  - B gevriesde kos.
  - C gekookte kos.
  - D koekmeel.
- (1)
- 1.17 Om eiers te kook, sonder 'n dop, in kookwater of -melk, staan as ... eiers bekend.
- A geposjeerde
  - B roer-
  - C gebraaide
  - D gekookte
- (1)

1.18 Ravioli is 'n voorbeeld van 'n ...

- A vrug.
- B graan.
- C pasta.
- D groente.

(1)

1.19 Maalvleis wat gebruik word vir die voorbereiding van bobotie, word gewoonlik van ...-vleis gemaak.

- A bees
- B lams
- C vark
- D skaap

(1)

1.20 Wanneer ontbyt beplan word, moet die klem op die ...-voedselgroep val.

- A vrugte-en-groente
- B vleis
- C stysel-en-grane
- D vette-en-olie

(1)  
**[20]**

**VRAAG 2****2.1 KOFFIE EN TEE**

Pas die beskrywing in KOLOM B by 'n verwante drankie in KOLOM A. Skryf slegs die letter (A - H) langs die vraagnommer (2.1.1 - 2.1.7) in die antwoordeboek neer.

<b>KOLOM A</b>		<b>KOLOM B</b>	
<b>DRANKIE</b>		<b>BESKRYWING</b>	
2.1.1	Swart tee	A	sterk swart koffie, gewoonlik sonder melk
2.1.2	Dompelkoffie	B	melkskuim kom bo-op
2.1.3	Espresso	C	word gemaak deur espresso by warm melk te voeg
2.1.4	Cappuccino	D	word in 'n lang glas met ys bedien
2.1.5	Café latte	E	word in 'n masjien met filtersakkies gemaak
2.1.6	Yskoffie	F	ook bekend as al la caffetière
2.1.7	Filterkoffie	G	ook bekend as Ceylon-tee
		H	het room bo-op

(7)

**2.3 AFVALVERWYDERING**

Watter van die volgende kan as organiese afvalprodukte geklassifiseer word en gebruik word om kompos te vervaardig:

Broodkrummels  
Karton  
Koeldrankblikkies  
Groenteskille  
Papier  
Verlepte wortels

(3)  
[16]**TOTAAL AFDELING A: 30**

**AFDELING B: GASVRYHEIDSKONSEPTE****VRAAG 3**

- 3.1 Drie verskillende kokke (sjefs) kan in die kombuis van die Mount Nelson (5-ster)-hotel werk. Noem die DRIE sjefs en beskryf kortliks elkeen se verantwoordelikhede. (6)
- 3.2 Identifiseer 'n gasvryheidsbedryf in jou plaaslike omgewing wat die volgende dienste aanbied:
- 3.2.1 Akkommodasie
  - 3.2.2 Voedseldiens
  - 3.2.3 Vervoer
  - 3.2.4 Reise organiseer (4)
- [9]
- 3.3 Onderskei tussen *industriële* en *buitespyseniers*. (6)
- 3.4 Gasvryheidsinstellings wat akkommodasie en maaltye aanbied, het vier basiese funksionele areas. Noem die VIER areas. (4)
- TOTAAL AFDELING B: 20**

**AFDELING C: GESONDHEID EN VEILIGHEID****VRAAG 4**

- 4.1 Voedselvergiftiging kan 'n algemene probleem in sommige ondernemingswees. Noem VYF maniere waarop voedselvergiftiging in die kombuis voorkom kan word. (5)
- 4.2 Verduidelik die konsep *eerste-in-eerste-uit* en maak gebruik van 'n voorbeeld. (2)
- 4.3 Stel VYF omgewingsvriendelike praktyke voor wat deur die gasvryheidsbedryf toegepas kan word. (5)
- 4.4 Gee VYF riglyne vir die was van skottelgoed in 'n restaurant. (5)
- 4.5 Jy is gevra om nuwe sjefs in veiligheidsgebruik in die kombuis op te lei. Beskryf VYF belangrike veiligheidsaspekte wat jy sal beklemtoon tydens hierdie opleidingssessie. (5)
- 4.6 Skryf TWEE Suid-Afrikaanse wette rakende gesondheid en veiligheid neer en verduidelik die twee wette. (4)

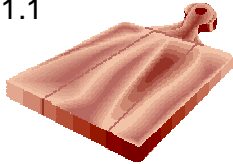
**TOTAAL AFDELING C: 25**

**AFDELING D: VOEDSELPRODUKSIE**

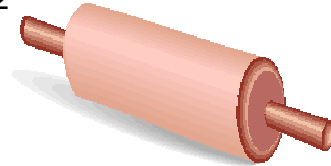
**VRAAG 5**

5.1 Identifiseer die volgende apparaat en verduidelik waarvoor elkeen gebruik word. Teken die tabel in jou antwoordeboek oor en voltooi dit.

5.1.1



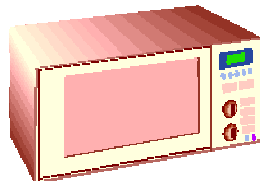
5.1.2



5.1.3



5.1.4



5.1.5



APPARAAT	GEBRUIKE
5.1.1	
5.1.2	
5.1.3	
5.1.4	
5.1.5	

(5 x 2) [10]

5.2 Messe is basiese gereedskap vir 'n sjef, maar dit kan baie gevaarlik wees. Skryf VYF riglyne vir die veilige hantering van messe neer.

(5)  
[15]



**VRAAG 6**

- 6.1 Bestudeer die volgende lys van geregte vir die 'The Big Eat Hotel' hieronder en stel 'n spyskaart vir 'n volledige tradisionele Engelse ontbyt op. Volg die reëls vir die uitskrif van 'n spyskaart.

gekruide maalvleis; roosterbrood; koffie/tee; smoorsnoek; sampioene; gebakte eiers

(6)

- 6.2 Bestudeer die onderstaande resep en beantwoord die daaropvolgende vrae:

**CANNELLONI MET GEKRUIDE MAALVLEIS****BESTANDDELE:**

1 eetlepel olie  
1 klein ui, gekap  
500 g maalvleis  
1½ koppie melk  
4 lourierblare  
12 cannelloni-buise  
1 tl sout  
½ tl peper  
2 koppies medium witsous  
80 g cheddar-kaas, gerasper

**METODE:**

1. Soteer uie en maalvleis en geur na smaak.
2. Kook die cannelloni vir ongeveer 15 minute tot 'al dente'. Dreineer en spoel af onder koue water.
3. Spuit gekruide maalvleis in cannelloni-buise. Rangskik in 'n plat bak.
4. Maak 'n medium witsous en voeg kaas by. Skep oor die cannelloni. Strooi 'n bietjie ekstra kaas bo-oor en bak vir ongeveer 25 minute.

- 6.2.1 Is die bestanddele in die regte volgorde gerangskik? Motiveer jou antwoord.

(1)

- 6.2.2 Identifiseer die kookmetodes wat in die bostaande resep gebruik word en beskryf elkeen kortliks.

(6)

- 6.2.3 Verduidelik die volgende terme kortliks:

(a) Saute

(2)

(b) Al dente

(2)

(c) Dreineer

(1)

- 6.2.4 Verduidelik kortliks hoe pasta in die algemeen gekook word. (3)
- 6.2.5 Noem die meetapparaat wat jy sal gebruik om die volgende mee af te meet:
- (a) 10 ml olie
  - (b) 500 g maalvleis
  - (c) 400 ml melk
- (3)
- 6.3 Die sensoriese waarde van 'n maaltyd moet in ag geneem word wanneer 'n spyskaart opgestel word. Bespreek hierdie stelling onder die volgende opskrifte:
- 6.3.1 Kleur
- 6.3.2 Tekstuur
- 6.3.3 Geur (3)
- 6.4 Bespreek die eetgewoontes en kosvoorkeure van die Moslems. (4)
- [32]**

### VRAAG 7

- 7.1 Daar is verskeie maniere om oksidasie by vars vrugte te voorkom. Bespreek DRIE maniere om verkleuring by piesangs te voorkom wanneer dit in vrugteslaai gebruik word. (3)
- 7.2 Kies uit die lys bestanddele hieronder, die DRIE hoofbestanddele van 'n Griekse slaai:
- uie; mosterd; feta-kaas; mayonnaise; olywe; geklopte room; blaarslaai (3)
- 7.3 Verduidelik hoe jy 'n vinaigrette-slaaisous sal voorberei. (4)
- 7.4 Watter EEN van die volgende melkprodukte sal jy koop vir 'n koffiewinkel:
- (a) Gepasteuriseerde melk
  - (b) Ultra-hoë-temperatuurmelk (UHT-melk)
- Motiveer jou antwoord.
- 7.5 Bespreek DRIE riglyne wat gevolg moet word om eiers suksesvol te kook. (3)
- 7.6 Beskryf die voorkoms van 'n muffin wat tydens voorbereiding te veel geroer is. (2)

- 7.7 Bespreek skons onder die volgende hofies:
- 7.7.1 Noem DRIE moontlike redes waarom skons nie goed rys nie. (3)
- 7.7.2 Hoe kan lug tydens die mengproses ingesluit word? (2)
- 7.8 Hoe kan klonte voorkom word wanneer slappap gemaak word? (2)
- 7.9 Verduidelik wat die verskil tussen *volgraanmeel* en *koringmeel* is en gee 'n voorbeeld van 'n brood wat van elke tipe meel gebak kan word. (4)
- [28]**

**TOTAAL AFDELING D: 75**

## **AFDELING E: VOEDSEL- EN DRANKBEDIENING**

### **VRAAG 8**

- 8.1 Verduidelik die verskil tussen 'n *aansit-* en 'n *buffetontbyt*. (4)
- 8.2 Verduidelik TWEE funksies van die stasiekelner. (2)
- 8.3 Jy is as kelner by die plaaslike Wimpy-restaurant aangestel. Dit is 'n besige restaurant, maar jy het opleiding ontvang om moeilike kliënte te hanteer. Jou eerste kliënte vir ontbyt is 'n familie wat bestaan uit twee volwassenes en twee kinders. Die kinders is onderskeidelik 3 en 6 jaar oud en die pa is in 'n rystoel. Alles het glad verloop en die kliënte is tevrede met die diens.
- 8.3.1 Noem VYF prosedures wat gevolg moet word wanneer gaste by 'n restaurant ontvang word. (5)
- 8.3.2 Kinders word rusteloos. Hoe kan jy die ouers help om te verseker dat hulle die ontbyt geniet? (4)
- 8.3.3 Wat sal jy in gedagte hou wanneer jy 'n tafel kies waarby die pa kan sit? (2)
- 8.3.4 Die Wimpy maak gebruik van bordbediening. Verduidelik wat met *bordbediening* bedoel word. (5)
- 8.3.5 Verduidelik die volgorde wat jy sal volg wanneer jy die gaste bedien. (2)
- 8.3.6 Waarom maak gesinsrestaurante van oordoeke gebruik wanneer hulle tafel dek? (2)
- 8.3.7 Gee TWEE voorbeelde van warm drankies wat normaalweg saam met ontbyt bedien word. (2)

- 8.3.8 Noem VYF stappe wat jy sal volg wanneer jy die rekening vir die gaste gee. (5)
- 8.3.9 Die pa wil met 'n kredietkaart betaal. Beskryf die korrekte prosedure wat gevolg moet word by die prosssessering van die rekening. (2)
- 8.3.10 As jy teruggedink aan die diens wat jy gelewer het, dink jy dat jy 'n footjie verdien? Motiveer jou antwoord. (2)
- 8.4 Bestudeer die onderstaande spyskaart vir 'n middagete en beantwoord die vrae wat daarop volg:

Die spyskaart hieronder is vir 40 gaste wat 'n konferensie bywoon, saamgestel.

<p>SPYSKAART</p> <p>Lasagne en Griekse slaai</p> <p>?</p> <p>Crème Caramel</p> <p>?</p> <p>Tee en Koffie</p> <p style="text-align: right;">Mei '06</p>
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- 8.4.1 Maak 'n lys van AL die breekware en eetgerei wat vir die bostaande maaltyd benodig sal word. (6)
- 8.4.2 Bespreek volledig hoe jy die onthaalvertrek sal voorberei volgens buffetbeplanningsbeginsels onder die volgende opskrifte:
- (a) Rangskikking van tafels (1)
  - (b) Tafeldoeke (2)
  - (c) Plasing van warm kos (1)
  - (d) Rangskikking van geregte (2)
  - (e) Beheer oor porsies (2)
  - (f) Bedieningsgereedskap (2)
  - (g) Veiligheid en higiëne van kos (2)

**TOTAAL AFDELING E: 52**

**GROOTTOTAAL: 200**