

**GAUTENG DEPARTMENT OF EDUCATION  
SENIOR CERTIFICATE EXAMINATION**

**POSSIBLE ANSWERS FOR : HOTELKEEPING AND CATERING SG**

**AFDELING / SECTION A**

**Vraag / Question 1.1**

1.1.1	<del>A</del>	B	C	D
1.1.2	A	<del>B</del>	C	D
1.1.3	A	B	C	<del>D</del>
1.1.4	A	B	C	<del>D</del>
1.1.5	<del>A</del>	B	C	D
1.1.6	A	<del>B</del>	C	D
1.1.7	<del>A</del>	B	C	D
1.1.8	A	B	<del>C</del>	D
1.1.9	A	B	C	<del>D</del>
1.1.10	A	B	C	<del>D</del>

(10)

**Vraag / Question 1.6**

1.6.1	Wit Roux/White Roux,
1.6.2	Chaud froid
1.6.3	Liason
1.6.4	Koeksoda/ Bicarbonate of soda
1.6.5	Geroosterde Beesvleis/ Roast Beef
1.6.6	Table d' hôte
1.6.7	Bardering/ Barding
1.6.8	Kanapees/ Canapé
1.6.9	Links/ Left
1.6.10	Taco

(10)

**Vraag / Question 1.2**

1.2.1	C
1.2.2	A
1.2.3	E
1.2.4	B
1.2.5	D

(5)

**Vraag / Question 1.3**

1.3.1	B
1.3.2	C
1.3.3	D
1.3.4	A

(4)

**Vraag / Question 1.4**

1.4.1	C
1.4.2	E
1.4.3	A
1.4.4	G
1.4.5	F
1.4.6	D

(6)

**Vraag / Question 1.5**

1.5.1	A	<del>B</del>	C	<del>D</del>	<del>E</del>	F	(3)
1.5.2	A	B	<del>C</del>	D	<del>E</del>	<del>F</del>	(3)
1.5.3	<del>A</del>	B	C	<del>D</del>	<del>E</del>	F	(3)
1.5.4	<del>A</del>	B	C	<del>D</del>	<del>E</del>	F	(3)
1.5.5	A	<del>B</del>	<del>C</del>	D	E	<del>F</del>	(3)

(15)

**TOTAAL /TOTAL - 50**



## SECTION B

## QUESTION 2

2.1.1 – 2.1.3 Meat dish : Identification

		Must be correct		Match	
2.1.1	NAME OF MEAT DISH	2.1.2	NUMBER OF CUT	2.1.3	NAME OF CUT
A	Crown roast (1)	5		Rib	
		6	(1)	Loin	(1)
B	Sosatie/Kebab (1)	2		Thick rib	
		3		Shoulder	
		9	(1)	Leg	(1)
(6)					

**Guidelines : Grill/Griddle****2.1.4 Preheat grill/griddle**

Grill/griddle must be brushed with oil or brush meat with oil.

Sear/seal meat on both sides using the grill/griddle in order to allow for characteristic flavour and appearance to develop.

Start grilling over the hottest part of the grill, move to cooler areas to allow cooking process to be completed.

Baste/pour marinade sauce over the meat regularly.

Add salt after searing.

Turn meat with tongs – not sharp fork.

(2)

**Entrée**

2.1.5 B/kebab/sosatie– Smaller dish/may be prepared in advance and served from the kitchen / already portioned – does not have to be carved.

(2)

**Unsuitability of Dish A - plated service**

2.1.6 Too big a portion for one person

(1)

**Traditionally South African Dish**

2.1.7 (a)B Sosatie

(1)

**Culture-influenced**

(b)B-Malay Sosaties

(1)

**Season at end of cooking: Reason**

2.1.8 Draws out (dehydrates) the meat juices

Prohibits/discourages browning

(2)

**Colour of roller marking**

2.1.9 Brown/Green - Only lamb may be marked with purple/ mutton is not as tender or young as lamb.

(2)



**Colour of sarcoplasm**

2.1.10 Pink

(1)

**Advantages of vacuum packing**

2.1.11 Shorter periods of freezing are excluded/eliminated

Loss of meat juice through the thawing and ripening process does not take place.

/ Seals in flavours

Pieces of deboned meat may be successfully stacked on top of each other - less storage space utilised

The surface area of vacuum-packed meat does not dry out during ripening.

Can be preserved for 1 or 2 days without cooling.

Protects meat from freezer burn

(3)

**Effect of meat tenderiser**

2.1.12 Meat tenderisers are proteolytic enzymes - contain enzyme papain

Break down connective tissue

Break down muscle fibre - meat has a soft &amp; floury texture

(3)

<b>2.2.1 IDENTIFY POTATO DISH</b>	<b>A</b> Duchess/Pomme Duchess (1)	<b>B</b> Croquette/Pomme croquette (1)
<b>2.2.2 TWO DIFFERENCES</b>	Rosette spiral shape Brush/glaze with egg/butter No crumbs  Bake in oven (2)	Cylinder shape Not glazed with butter Coated with flour, egg and crumbs  Deep fat fry (2)

(6)

[30]

**QUESTION 3**

3.1 Differences – Bread and Pastry

	<b>BREAD DOUGH</b>	<b>SHORT CRUST PASTRY</b>
3.1.1	Warm/Luke-warm (1)	Ice cold/cold (1)
3.1.2	Encourages fermentation / Favourable conditions for growth of yeast (1)	Shortening remains hard and firm / Prevents the warming of air and the pastry separating/softening prior to the baking process (1)
3.1.3	5 – 10 minutes (1)	Short/minimum/lightly handled (1)
3.1.4	Even spread of ingredients Gluten development (2)	Smooth and without cracks To mix the ingredients well (2)
3.1.5	Bread rolls Cheese straws Olive bread Foccacia/Italian breads Any other savoury dough (2)	Pastries/Cornish Pasty Savoury tart Quiche Barquettes Any other baked savoury dish (2)

(14)



**Growth of yeast – Conditions**

- 3.2. Moisture  
Food  
Warmth (3)

**Effect on bread – hot oven**

- 3.3 Bread has a bitter flavour  
Dark in colour  
Edge of the crust is burnt  
Burns before it is completely cooked / No hollow sound / feel heavy  
Does not rise properly (3)

**Differentiate between desserts**

- 3.4.1 A Frozen dessert/ Ice cream  
Coupe shape/ Cylinder shape/ Rounded top  
Two layers of different ice-cream mixtures  
Unmoulded and decorated (3)
- B Fruit salad  
Lemon ice-cream  
Strawberry ice-cream  
Served in a coupé / round or glass stainless bowl with pedestal. (3)

**Name variation of B and description**

- 3.4.2 Coupé Romanoff – fresh strawberries in sherry and sugar, with ice-cream  
on top, decorated with cream. (3)
- Coupé Denmark – ice-cream with hot chocolate sauce (3)

**Sundae**

- 3.4.3 B or Coupé Jacques (1)  
[30]

**QUESTION 4****Storage of red wine – Guidelines**

- 4.1 Allow bottles to lie on their side to keep the cork moist  
Store at a constant temperature/underground to limit temperature variations  
Store between 10°C – 12°C/ cool area  
Keep away from light/ keep in a dark place/ in a cupboard  
Keep from movement/vibration /avoid handling  
Store bottles at a slight angle with the cork upward to allow for sediment  
accumulation  
Note the arrow indication on boxes. (4)



## 4.2 Classification / Characteristic Taste Beer

4.2.1 THREE CLASSES OF BEER	4.2.2 DESCRIBE TASTE
1 Ale	Sweet flavour/fuller flavour than lager
2 Lager	Bitter flavour/full round flavour
3 Stout	Heavy, full round flavour and aroma/smell/ bitter

(6)

**Information – label of wine bottle**

## 4.3 Cultivar / type of grape

Year of harvest

Origin/wine area/production area

Estate / producer

Character of wine

Serving suggestions

Bar Code

Content quantity

Alcohol content

Name of wine

(5)

**Standard liquor measure**

## 4.4 25 ml/

35 ml

'tot measure'/

optic

(1)

**Name of sauce**

## 4.5.1 Aurore

(1)

## 4.5.2 Tartare

(1)

**Hollandaise sauce**

## 4.6.1 Ingredients for reduction

Reduction - vinegar and peppercorns / vinegar + wine

(2)

## 4.6.2 Preparation – Hollandaise Sauce

- Beat egg yolk and vinegar reduction over moderate heat or double boiler until thickening

1 only { Remove mixture (sabayon) from heat and beat clarified butter into mixture

Whisk continuously while adding butter

(3)

**Hors d'oeuvre served with brown bread**

## 4.7.1 Oysters

Caviar

Prawns (cleaned)

Snails (escargot)

Gooseliver paté / Foie gras

Smoked fish (salmon, trout, etc.)

(4)



**Hors d'oeuvres – served with Blinis**

## 4.7.2 Caviar

Smoked fish (salmon, trout, etc.)

(2)

**Blinis**

## 4.7.3 Small Russian pancakes

(1)

[30]

**TOTAL FOR SECTION B: [90]**

**SECTION C  
HOTEL ORGANISATION**

**QUESTION 5**

5.1 **Factors influencing the organisational structure of a hotel**

- Type / Grading (stars) / Quality service
- Size

(2)

5.2 **FOUR duties of a night auditor**

- Ensure all outstanding transactions entered onto the guest's account
- Control the following functions:
  - Entering transactions onto the correct accounts.
  - Balancing cash in safe with cash shown on report.
  - Ensure possessions of guests handed in for safekeeping are indeed in the safe.
- Front office accounts of guests should be all up to date and correct
- Reports should be drawn up for the manager reflecting all the transactions concluded during the previous day / balance the books.

(4)

5.3 **Number of rooms / departments – Hotel**

	LARGE HOTELS	MEDIUM-SIZED HOTELS	SMALL HOTELS	
5.3.1	400 plus (1)	150 (1)	50 (1)	(3)
5.3.2	7 – 9 (1)	Fewer departments with own separate department heads/ Fewer than 8 departments (1) 2 – 7	Family size / Move / versatile between departments/ None (1)	(3)



#### 5.4 *TWO main sections – partie system*

MAIN AREAS	FRENCH TITLES OR ENGLISH TITLES	
• Administration	• Chef de cuisine / • Sous chef	• Executive chef • Executive assistant chef
• Pastry types	• Chef pâtissier	• Head pastry chef
• Larder	• Chef garde-manger	• Larder chef
• Sauces	• Chef saucier	• Sauce chef
• Any other	• Chef poissonier • Chef de nuit • Chef garde • Chef rôtiisseur – responsible for the grillardin  • Entremétier • Chef tournant • Chef de petit déjeuner	• Fish chef • Night chef • Assistant chef • Grill chef  • Vegetable chef • Substitute chef • Breakfast chef / personnel chef

(4)

#### 5.5 *Responsibilities of reception staff*

- Receive the guests
- Allocate rooms
- Organise for luggage to be taken to rooms
- Provide information
- Receive payments
- Handle complaints
- Book guests out
- Inform housekeeping of arrival and departure of guests
- Booking

(4)

#### 5.6 *ANY ORDER - Food and Beverage department*

5.6.1 Restaurant

5.6.2 Bar

5.6.3 Banquet

5.6.4 Kitchen

(4)

#### 5.7 *Unfair dismissal*

- Participation by an employee in trade union activities such as strikes
- The pregnancy of an employee
- Unfair discrimination in respect of age, sex, religion, political opinions, culture, language, material status or family responsibility
- No prior warning or notice
- Late coming

(3)

#### *Fair dismissal*

- Stealing
- Bad behaviour such as drunkenness / misconduct
- Negligence which can lead to safety and security risks
- Vandalism

(3)

[30]



## QUESTION 6

- 6.1 **Economic aim**  
 • profitable / to make profit / to make money (1)
- 6.2 **Method of payment**  
 Cash (1)
- 6.3 **Disadvantages of cash**  
 • Cash could be counterfeit  
 • Stealing/ robbery of the cash/ hijacking (2)
- 6.4 6.4.1 **THREE-areas of concern**  
 • Any uncommon behaviour, e.g. stranger walking in prohibited area  
 • Any incident, however slight, e.g. briefcase in the reception area  
 • Deviation from procedures, e.g. chef in a guest's room (3)
- 6.4.2 **TWO areas that should be monitored**  
 • Hotel entrance  
 • Public and parking areas (2)
- 6.5 6.5.1 **Emergency Procedures – Prior to Evacuation**  
 • How long the building will stand empty/amount of damage  
 • How many people are involved  
 • Current weather conditions  
 • Arrange for warm drinks  
 • Arrange alternative accommodation  
 • Make arrangements where people should gather  
 • Safety of guest a priority  
 • Call the fire brigade  
 • Keep calm (4)
- 6.5 6.5.2 **Treatment - burn wounds**  
 • Immerse the burn in cold water / ice  
 • Paint with Mercurochrome  
 • Do not prick blisters that develop  
 • In the case of deeper wounds, treat for shock  
 • Cover the burnt areas with sterile bandages  
 • Consult a doctor (4)



6.6 **Credit card**

- Check the signature at the back against the name appearing on the front of the card.
- Noticeable tampering with card. (2)

## 6.7

A HOUSEKEEPING	B RECEPTION	C TELEPHONE	D RESTAURANT
Laundry (1)	Accommodation Levy (2)	Fax (1)	Breakfast (1)

(5)

6.8 **Responsibilities-Station waiter**

- same skills as the maitre d' hôtel / see to the seating etc.
- taking his place when he is absent
- controlling the station
- gueridon service (3)

6.9 **Responsibilities-linen keeper**

- supplying
- controlling the linen service in the hotel (2)

6.10 **Responsibility – stolen article**

- hotel owner / Hotel / management (1)

**[30]****TOTAL FOR SECTION C: [60]****TOTAL: 200****END**



**GAUTENGSE DEPARTEMENT VAN ONDERWYS**  
**SENIORSERTIFIKAAT-EKSAMEN**

**MOONTLIKE ANTWOORDE VIR :      HOTELHOUDING EN SPYSENIERING SG**

**AFDELING / SECTION A**

**Vraag / Question 1.1**

1.1.1	<b>A</b>	B	C	D
1.1.2	A	<b>B</b>	C	D
1.1.3	A	B	C	<b>D</b>
1.1.4	A	B	C	<b>D</b>
1.1.5	<b>A</b>	B	C	D
1.1.6	A	<b>B</b>	C	D
1.1.7	<b>B</b>	B	C	D
1.1.8	A	B	<b>C</b>	D
1.1.9	A	B	C	<b>D</b>
1.1.10	A	B	C	<b>D</b>

(10)

**Vraag / Question 1.6**

1.6.1	Wit Roux/White Roux,
1.6.2	Chaud froid
1.6.3	Liason
1.6.4	Koeksoda/ Bicarbonate of soda
1.6.5	Geroosterde Beesvleis/ Roast Beef
1.6.6	Table d' hôte
1.6.7	Bardering/ Barding
1.6.8	Kanapees/ Canapé
1.6.9	Links/ Left
1.6.10	Taco

(10)

**Vraag / Question 1.2**

1.2.1	C
1.2.2	A
1.2.3	E
1.2.4	B
1.2.5	D

(5)

**Vraag / Question 1.3**

1.3.1	B
1.3.2	C
1.3.3	D
1.3.4	A

(4)

**Vraag / Question 1.4**

1.4.1	C
1.4.2	E
1.4.3	A
1.4.4	G
1.4.5	F
1.4.6	D

(6)

**Vraag / Question 1.5**

1.5.1	A	<b>B</b>	C	<b>D</b>	<b>E</b>	F	(3)
1.5.2	A	B	<b>C</b>	D	<b>E</b>	<b>F</b>	(3)
1.5.3	<b>A</b>	B	C	<b>D</b>	<b>E</b>	F	(3)
1.5.4	<b>A</b>	B	C	<b>D</b>	<b>E</b>	F	(3)
1.5.5	A	<b>B</b>	<b>C</b>	D	E	<b>F</b>	(3)

(15)

**TOTAAL /TOTAL - 50**



## AFDELING B

## VRAAG 2

## 2.1.1 – 2.1.3 Vleisdis: Identifikasie

Kan nie punte kry as 2.1.2 nie korrek is nie.

2.1.1 NAAM VAN VLEISGEREG		2.1.2 NOMMER VAN SNIT	2.1.3 NAAM VAN SNIT
A	Kroonbraad (1)	5	Rib
		6 (1)	Lende (1)
B	Sosatie/Kebab (1)	2	Dikrib
		3	Blad
		9 (1)	Boud (1)
(6)			

**Reëls: rooster**

## 2.1.4 Roosterstawe moet vooraf verhit word.

Roosterstawe moet met olie gesmeer word of verf/smeer vleis met olie Skroei/verseël vleis aan beide kante om die kenmerkende geur en voorkoms te ontwikkel.

Begin op warmste gedeelte van die roosterstawe en skuif na koeler gedeeltes om gaarmaakproses te voltooi.

Bedruip/Giet gereeld marinadesous oor die vleis.

Sout na rooster

Gebruik 'n vleistang om vleis om te draai / moenie 'n vurk gebruik nie. (2)

**Entrée**

2.1.5 B (sosatie / kebab) – Kleiner gereg/ kan vooraf voorberei word en uit die kombuis bedien word. / Vleis hoef nie voorgesny te word / klaar geporsioneer. (2)

**Gereg A Nie geskik-bordbediening**

2.1.6 Te groot porsie vir een persoon (1)

**Tradisioneel Suid-Afrikaanse gereg**

2.1.7 (a)B Sosatie (1)

**Kulturele invloed**

(b)B-Maleiers Sosaties (1)

**Sout-einde kookproses: Rede**

2.1.8 Onttrek vleissappe (dehidreer)  
Voorkom verbruining (2)

**Kleur van rolmerk**

2.1.9 Bruin/groen – Slegs lam mag met pers gemerk word/ skaapvleis is nie so sag of jonk soos lamsvleis nie. (2)



**Sarkoplasma**

2.1.10 Pienk

(1)

**Vakuumverpakking – voordele**

2.1.11 Korttermynbevriësing word uitgeskakel.

Drupverlies van vleissap tydens ontdooiing en rypmaking word uitgeskakel. / seël vog en geur in

Ontbeende vleis kan opmekaar gepak word – neem minder ruimte in beslag.

Vakuumverpakte vleis wat rypgemaak word se oppervlak droog nie uit nie.

Preservering van vleis vir 1 – 2 dae sonder verkoeling / staptoer / geen yskas.

Voorkom vriesbrand.

(3)

**Effek van vleisversagter**

2.1.12 Vleisversagters is proteolitiese ensieme – bevat ensiem papaïen

Dit breek bindweefsel af

Breek ook spiervesel af – vleis het 'n krummelrige, growwe tekstuur

(3)

2.2.1	NAAM VAN AARTAPPELGEREG	A	B
		Duchess/Pommes duchess (1)	Krokette/Pommes crouquette (1)
2.2.2	TWEE VERSKILLE	Rosetvormig / Spiraal Borsel met eier/botter Geen krummels Bak in oond (2)	Silindervormig Borsel nie met botter / Bedek met meel, eier en krummels Diepbraai (2)

(6)

[30]

**VRAAG 3**

3.1 Verskille – Brooddeeg en Broskorsdeeg

	BROODDEEG	BROSKORSDEEG
3.1.1	Warm/Louwarm (1)	Yskoud/Koud (1)
3.1.2	Bevorder fermentasie/Gunstige toestand vir gis (suurdeeg) om te groei (1)	Smeer bly hard / Voorkom dat lug warm word en die brooddeeg sag word tydens die bakproses (1)
3.1.3	5 – 10 minute (1)	Kort/min/liggies hanteer (1)
3.1.4	Bestanddele egalig versprei Gluten ontwikkel (2)	Glad en sonder krake om bestanddele goed te meng (2)
3.1.5	Broodrolletjies Kaasstrooitjies Olyfbrood Foccacia/Italiaanse brode Enige ander soutgebak (2)	Pasteie/Korniese pastei Souttert Quiche Barquettes Enige ander soutgebak (2)

(14)







## 4.2

4.2.1 DRIE KLASSE BIER	4.2.2 BESKRYF SMAAK
1 Ale	Soet smaak/meer volheid as lager
2 Lager	Bitter smaak/volronde geur
3 Stout	Swaar, volronde geur en smaak. Baie bitter

(6)

**Inligting – etiket van wynbottel**

4.3 Kultivar / tipe druif

Oesjaar

Oorsprong/wynstreek/produksiearea

Landgoed / produsent / vervaardiger

Karakter van wyn

Bedieningsvoorstelle

Strepieskode

Inhoudsmaat

Alkoholinhoud

Naam van wyn.

(5)

**Standaard alkoholmaat**

4.4 25 ml } meetapparaat  
 35 ml }  
 'tot measure'  
 optic

(1)

**Naam van sous**

4.5.1 Aurore

(1)

4.5.2 Tartare

(1)

**Hollandaise-sous**

4.6.1 reduksie - Asyn en peperkorrels of asyn en wyn

(2)

4.6.2 voorbereiding Hollandaise-sous

{ Klits eiergeel en asyn reduksie matige hitte tot dik /  
 dubbelkoker / indirekte stoom

{ Verwyder mengsel (sabayon) vanaf hitte en klits verhelderde  
 botter in die mengsel in

{ Klits aanhoudend terwyl botter bygevoeg word / Voeg botter  
 geleidelik by

(3)

**Hors d'oeuvres bedien met bruin brood**

4.7.1 Oesters

Kaviaar

Skoongemaakte steurgarnale

Slakke (escargots)

Ganslewerpatee / Foie gras

Gerookte vis (salm, forel, ens.)

(4)



**Hors d'oeuvres wat met blinis bedien word**

## 4.7.2 Kaviaar

Gerookte vis (Salm, forel, ens.)

(2)

**Blinis**

## 4.7.3 Klein Russiese pannekoekies

(1)

[30]

**TOTAAL VIR AFDELING B: [90]****AFDELING C  
HOTEL ORGANISASIE****VRAAG 5**5.1 **Faktore beïnvloed die organisatoriese struktuur van 'n hotel**

- Tipe / sterre / gradering / kwaliteit diens
- Grootte

(2)

5.2 **VIER pligte van 'n nagouditeur**

- Verseker dat alle uitstaande transaksies op die gas se rekening geplaas word.
- Volgende kontroleerfunksies:
  - Transaksies moet op regte rekeninge geplaas word.
  - Kontant in die kluis moet balanseer met kontant op verslag.
  - Sorg moet gedra word dat besittings van gaste wat vir veilige bewaring ingegee is, wel in die kluis is.
- Voorkantoor: gaste se rekeninge moet almal op datum en korrek wees.
- Verslae moet vir bestuurder opgestel word. Die verslae sluit al die transaksies wat die vorige dag gedoen is in. / Balanseer boeke.

(4)

## 5.3 Aantal kamers/departemente – hotel

	<b>GROOT HOTELLE</b>	<b>MEDIUM HOTELLE</b>	<b>KLEIN HOTELLE</b>	
5.3.1	400 plus (1)	150 (1)	50 (1)	(3)
5.3.2	7 – 9 (1)	Minder departemente met eie afsonderlike departementshoofde Minder as 8 departemente/2–7 (1)	Familiegrootte/Beweeg / Beweegbaar tussen departemente/Geen (1)	(3)



#### 5.4 TWEE hoofareas volgens partie-stelsel

HOOFAREA	FRANSE TITELS OF AFRIKAANS	
• Administrasie	• Chef de cuisine / • Sous chef	• Uitvoerende sjef/ • Uitvoerende assistentsjef
• Deegsoorte	• Chef pâtissier	• Hoofdeegsjef
• Spens	• Chef garde-manger	• Spenssjef
• Souse	• Chef saucier	• Soussjef
• Ander	• Chef poissonier • Chef de nuit • Chef garde • Chef rôtiisseur –verantwoordelik vir die grillardin  • Entremétier • Chef tournant • Chef de petit déjeuner	• Vissjef • Nagsjef • Bystandsjef • Roostersjef  • Groentesjef • Aflossjef • Ontbytsjef/personneelsjef

(4)

#### 5.5 *Verantwoordelikhede van die ontvangspersoneel*

- Ontvang gaste
- Ken kamers toe
- Reël dat bagasie kamer toe geneem word
- Verskaf inligting
- Ontvang betalings
- Hanteer klagtes
- Teken gaste uit
- Stel huishouding in kennis van gaste se aankoms en vertrek.
- Finaliseer besprekings.

(4)

#### 5.6 **ENIGE VOLGORDE: - Voedsel-en-drinkdepartement**

- 5.6.1 Restaurant
- 5.6.2 Kroeg
- 5.6.3 Banket
- 5.6.4 Kombuis

(4)

#### 5.7 **Onregverdige afdanking:**

- Deelname van 'n werknemer aan vakbondaktiwiteite soos bv. stakings
- Die swangerskap van 'n werknemer
- Onregverdige diskriminasie ten opsigte van ouderdom, geslag, godsdiens, politieke menings, kultuur, taal, materiële status of familieverantwoordelikhede.
- Geen waarskuwing of voorafgaande kennisgewing
- Laatkom

(3)

#### **Regverdige afdanking**

- Diefstal
- Swak gedrag soos dronkenskap
- Nalatigheid wat kan lei tot veiligheids- en sekuriteitsrisiko's; en
- Vandalisme

(3)

[30]



## VRAAG 6

- 6.1 **Ekonomiese doelwit**
- winsgewend/ om wins te maak / geld te maak (1)
- 6.2 **Betalingsmetode**
- Kontant (1)
- 6.3 **Nadele van kontant**
- Kontant kan vervals wees
  - Steel/rowery/diefstal van kontant/kaping (2)
- 6.4 6.4.1 **DRIE moontlikhede rapporteer**
- Enige ongewone gedrag bv: Vreemdeling loop in 'n ongemagtigde area rond
  - Enige voorval hoe gering ook al, bv: Aktetas in die voorportaal
  - Afwyking van prosedures. bv: Sjef in 'n gas se kamer (3)
- 6.4.2 **TWEE areas wat dopgehou moet word**
- Hotelingang
  - Openbare en parkeerareas (2)
- 6.5 6.5.1 **Noodprosedures – Voor ontruiming**
- Hoe lank gaan die gebou/perseel leeg staan/grootte van skade
  - Hoeveel mense is betrokke
  - Heersende klimaat
  - Reël iets warm om te drink
  - Reël ander akkommodasie indien ontruiming nodig gaan wees
  - Tref reëlins t.o.v. 'n bymekaarkomplek
  - Veiligheid van die gas is 'n prioriteit
  - Bel brandweer
  - Hou gaste kalm (4)
- 6.5 6.5.2 **Behandeling Brandwonde**
- Spoel die brandwond met koue water af./ys
  - Verf met Mercurochrome.
  - Blase wat vorm moet nie oopgesteek word nie.
  - In geval van dieper wonde, behandel vir skok.
  - Bedek gebrande area met steriele verbande
  - Raadpleeg 'n dokter. (4)



6.6 **Kredietkaart**

- Kontroleer handtekening op agterkant teenoor die naam wat op die voorkant van die kaart voorkom.
- Met kaart gepeuter / nommer is verander (2)

## 6.7

A HUISHOUDING	B ONTVANGS	C TELEFOON	D RESTAURANT
Wasgoed (1)	Akkommodasie heffing (2)	Faks (1)	Ontbyt (1)

(5)

6.8 **Stasiekelner**

- Moet selfde vaardighede as maitre d' hotel hê
- instaan in sy afwesigheid
- Beheer van stasie
- Gueridondiens (3)

6.9 **Verantwoordelikhede van die linnehouer**

- Voorsiening
- Kontrolering van die linnediens (2)

6.10 **Verantwoordelikheid – gesteelde artikel**

- hoteleienaar / hotel / hotelbestuur. (1)

**[30]****TOTAAL VIR AFDELING C: [60]****TOTAAL: 200****EINDE**