

**SENIOR CERTIFICATE EXAMINATION**  
**SENIORSERTIFIKAAT-EKSAMEN**



**OCTOBER / NOVEMBER**  
**OKTOBER / NOVEMBER**

**2004**

**HOTELKEEPING AND CATERING**

***HOTELHOUDING***  
***EN SPYSENIERING***



**723-2/0**

**21 pages**  
**21 bladsye**

HOTELKEEPING AND CATERING SG



723 2 0

SG

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GAUTENGSE DEPARTEMENT VAN ONDERWYS  
SENIORSERTIFIKAAT-EKSAMEN

HOTELHOUDING EN SPYSENIERING SG

TYD: 3 uur

PUNTE: 200

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**INSTRUKSIES:**

- Die eksamenvraestel bestaan uit VIER afdelings.
  - AL die afdelings is VERPLIGTEND.
  - Lees elke vraag se instruksies deeglik deur.
  - Maak die antwoordblad aan die einde van die vraestel los en beantwoord **Afdeling A** daarop.
  - Beantwoord al die ander vrae in die antwoordboek.
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GAUTENG DEPARTMENT OF EDUCATION  
SENIOR CERTIFICATE EXAMINATION

HOTELKEEPING AND CATERING SG

TIME: 3 hours

MARKS: 200

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**INSTRUCTIONS:**

- The examination paper consists of FOUR sections.
  - ALL sections are COMPULSORY.
  - Read the instructions for each question carefully.
  - Detach the answer sheet at the end of this examination paper and use it to answer **Section A**.
  - Answer all other questions in the answer book.
- 
-

**AFDELING A****VRAAG 1  
OBJEKTIEWE VRAE**

- Al die vrae in Afdeling A moet op die aangehegte antwoordblad aan die einde van hierdie vraestel beantwoord word.
- Skryf jou eksamennommer op die antwoordblad in die spasies wat daarvoor voorsien word.
- Plaas die antwoordblad voor in jou antwoordboek wanneer jy Afdeling A voltooi het.

## 1.1 Meervoudige keusevrae

Kies die korrekte antwoord uit die vier moontlike antwoorde (A–D) vir Vrae 1.1.1 – 1.1.20. Maak 'n duidelike kruisie (X) oor die ooreenstemmende letter op die antwoordblad wat voorsien word.

**VOORBEELD:**

Russiese tee kan beskryf word as \_\_\_\_\_ .

- A. Sjinese tee sonder melk.
- B. tee met 'n skeut vodka daarin.
- C. sterk, warm tee, bedien met suurlemoen.
- D. tee gemaak van blare afkomstig van oos-Europa.

A	B	<del>C</del>	D
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1.1.1 \_\_\_\_\_ spyseniers voorsien maaltye aan mense wat as behoeftig geklassifiseer word.

- A. Industriële
- B. Kontrak-
- C. Privaat
- D. Welsyn-

(1)

1.1.2 Die guéridon-styl word gebruik vir die bediening van \_\_\_\_\_.

- A. Crêpe Suzettes
- B. Bief Stroganoff
- C. Bavarois
- D. Foie Gras

(1)

1.1.3 Die \_\_\_\_\_ word laaste bedien tydens 'n formele geleentheid.

- A. jongste dame
- B. gasheer
- C. jongste manspersoon
- D. oudste manspersoon

(1)



**SECTION A****QUESTION 1  
OBJECTIVE TYPE QUESTIONS**

- All questions in Section A must be answered on the attached answer sheet at the end of the examination paper.
- Write your examination number on the answer sheet in the spaces provided.
- Place the answer sheet in front of your answer book when you have completed Section A.

**1.1 Multiple-choice questions**

Choose the correct answer from the four possible answers provided (A–D) for Questions 1.1.1 – 1.1.20. Draw a clear cross (X) over the corresponding letter on the answer sheet provided.

**EXAMPLE:**

Russian tea may be described as \_\_\_\_\_.

- A. Chinese tea without milk
- B. tea with a measure of vodka added
- C. strong, hot tea, served with lemon
- D. tea made from leaves from eastern Europe

A	B	<del>C</del>	D
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1.1.1 \_\_\_\_\_ caterers provide meals for people who are classified as needy.

- A. Industrial
- B. Contract
- C. Private
- D. Welfare

(1)

1.1.2 The guéridon service is used for \_\_\_\_\_.

- A. Crêpe Suzettes
- B. Beef Stroganoff
- C. Bavarois
- D. Foie gras

(1)

1.1.3 The \_\_\_\_\_ is served last in a formal establishment.

- A. youngest lady
- B. host
- C. young man
- D. old man

(1)

1.1.4 'n Kelner bedien \_\_\_\_\_ gaste tydens 'n banket.

- A. 18 tot 24
- B. 12 of meer
- C. 30 tot 36
- D. 8 tot 12

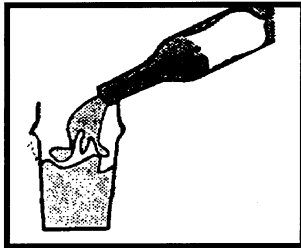
(1)

1.1.5 \_\_\_\_\_ is die korrekte volgorde waarin gange volgens die tradisionele Franse spyskaart bedien word.

- A. Vis, sop, sorbet, slaai
- B. Slaai, sop, vis, sorbet
- C. Sop, vis, sorbet, slaai
- D. Vis, sop, slaai, sorbet

(1)

1.1.6 \_\_\_\_\_ as bier op die volgende manier geskink word.



- A. 'n Klein kroon sal vorm
- B. Die bier sal oorloop
- C. Die kroon sal te skuimerig wees
- D. Die gasborrels sal ontsnap en die bier sal verslaan

(1)

1.1.7 Een van die volgende word NIE as 'n witwyn geklassifiseer NIE:

- A. Sauvignon Blanc
- B. Chardonnay
- C. Cabernet Sauvignon
- D. Ryn Riesling

(1)

1.1.8 Een van die volgende wyne word vooraf deur die gasheer geproe:

- A. Vonkelwyn
- B. Stilwyn
- C. Brandewyn
- D. Gefortifiseerde wyn

(1)

1.1.9 Wit- en roséwyne word bedien teen \_\_\_\_\_.

- A. 20°C
- B. 17°C
- C. 7°C
- D. 10°C

(1)

1.1.4 A waiter serves \_\_\_\_\_ guests during a banquet.

- A. 18 to 24
- B. 12 or more
- C. 30 to 36
- D. 8 to 12

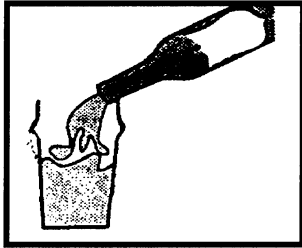
(1)

1.1.5 \_\_\_\_\_ is the correct order in which courses are served in the French menu.

- A. Fish, soup, sorbet, salad
- B. Salad, soup, fish, sorbet
- C. Soup, fish, sorbet, salad
- D. Fish, soup, salad, sorbet

(1)

1.1.6 \_\_\_\_\_ if beer is poured in the manner illustrated below.



- A. A small crown will form
- B. The beer will overflow
- C. The crown will be too frothy
- D. The gas bubbles will escape and the beer will be flat

(1)

1.1.7 One of the following is NOT classified as a white wine:

- A. Sauvignon Blanc
- B. Chardonnay
- C. Cabernet Sauvignon
- D. Rhine Riesling

(1)

1.1.8 One of the following wines is pre-tested by the host:

- A. Sparkling wine
- B. Still wine
- C. Brandy
- D. Fortified wine

(1)

1.1.9 White and rosé wines are served at \_\_\_\_\_.

- A. 20°C
- B. 17°C
- C. 7°C
- D. 10°C

(1)

1.1.10 Gerasperde kaas en eiergeel word by Béchamel gevoeg om \_\_\_\_\_-sous te maak.

- A. kaas
- B. mornay
- C. chasseur
- D. chantilly

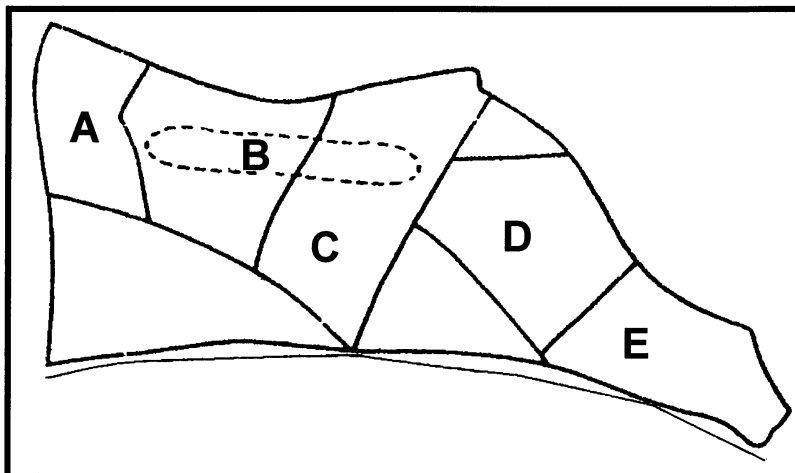
(1)

1.1.11 \_\_\_\_\_ word by 'n gewone hollandaise-sous gevoeg om 'n mousseline-sous te maak.

- A. Geklitste eiergeel
- B. Suurlemoensap
- C. Geklopte room
- D. Lemoensap

(1)

Vraag 1.1.12 tot 1.1.14 is gebaseer op die onderstaande skets.



1.1.12 Vleissnit \_\_\_\_\_ word gebruik om 'n chateaubriand te sny

- A. B
- B. C
- C. D
- D. E

(1)

1.1.13 Vleissnit \_\_\_\_\_ is geskik vir die voorbereiding van sop.

- A. B
- B. C
- C. D
- D. E

(1)

1.1.10 Grated cheese and egg yolk are added to Béchamel to make \_\_\_\_\_ sauce.

- A. cheese
- B. mornay
- C. chasseur
- D. chantilly

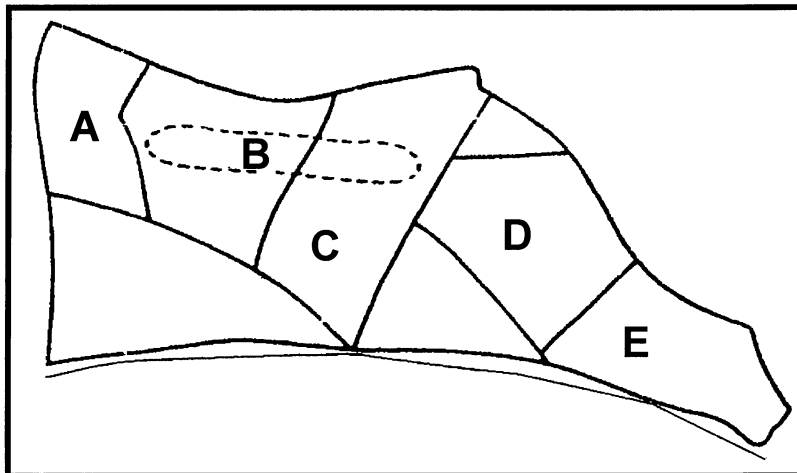
(1)

1.1.11 \_\_\_\_\_ is added to a hollandaise sauce to make a mousseline sauce.

- A. Beaten egg yolk
- B. Lemon juice
- C. Whipped cream
- D. Orange juice

(1)

Questions 1.1.12 to 1.1.14 are based on the sketch below.



1.1.12 \_\_\_\_\_ cut of meat is used for chateaubriand.

- A. B
- B. C
- C. D
- D. E

(1)

1.1.13 Cut \_\_\_\_\_ is suitable for soups.

- A. B
- B. C
- C. D
- D. E

(1)

- 1.1.14 Watter vleissnit word die beste beskryf as beenlose vleis met verskeie los spierlae?
- A. A
  - B. B
  - C. C
  - D. D
- (1)
- 1.1.15 Pommes duchesse is \_\_\_\_\_ .
- A. aartappels wat in agthoekige vaattjievorms gesny is en in diepvat gebraai word
  - B. kapokaartappels wat met eiergeel en botter gemeng word en in vorms gespuit word
  - C. aartappel wat in balletjies gerol word en in diepvat gebraai word
  - D. kapokaartappels wat met choux-pasta gemeng word en in vorms gespuit word
- (1)
- 1.1.16 Die groentesjef staan bekend as die \_\_\_\_\_ .
- A. poissonier
  - B. boulanger
  - C. saladier
  - D. entremetiér
- (1)
- 1.1.17 Die hoeveelheid gelatien vermeerder by die maak van \_\_\_\_\_ .
- A. suurlimoenmousse
  - B. Beierse room
  - C. aspiek
  - D. vanielje-mousse
- (1)
- 1.1.18 Bavarois met vingerbeskuitjies en met vanieljerroom versier, staan bekend as \_\_\_\_\_ .
- A. Charlotte Royale
  - B. Charlotte Muscovite
  - C. Charlotte Russe
  - D. Charlotte Jacques
- (1)
- 1.1.19 Ligte brandwonde behoort \_\_\_\_\_ .
- A. met botter gesmeer te word
  - B. met warm water ontsmet te word
  - C. onder koue, lopende water gehou te word
  - D. met 'n antiseptiese salf behandel te word
- (1)
- 1.1.20 'n Hoteleienaar word NIE aanspreeklik gehou vir die verlies van 'n gas se besittings in die geval van \_\_\_\_\_ NIE.
- A. 'n brand
  - B. verlies van rekenaarinligting tydens 'n elektriese kortsluiting
  - C. 'n gewapende roof
  - D. diefstal deur personeellede
- (1)

(20)

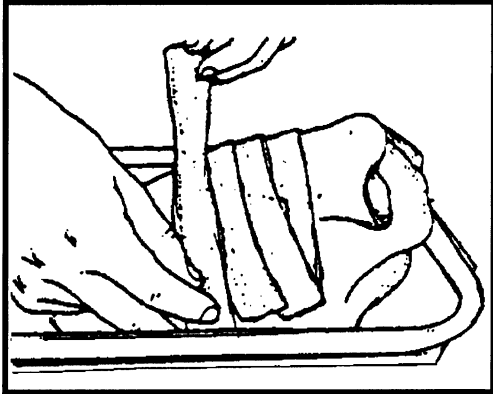
b.o.

- 1.1.14 Which cut is best described as boneless meat with loosely joined layers of muscle?
- A. A
  - B. B
  - C. C
  - D. D
- (1)
- 1.1.15 Pommes duchesse are \_\_\_\_\_ .
- A. potatoes cut into octagonal barrel shapes and deep fried
  - B. mashed potatoes mixed with egg yolk and butter and piped into shapes
  - C. potatoes shaped into balls and deep fried
  - D. mashed potatoes mixed with choux pastry and piped into shapes
- (1)
- 1.1.16 The vegetable chef is known as the \_\_\_\_\_ .
- A. poissonier
  - B. boulanger
  - C. saladier
  - D. entremétier
- (1)
- 1.1.17 The proportion of gelatine is increased when making \_\_\_\_\_ .
- A. lemon mousse
  - B. bavarian cream
  - C. aspic
  - D. vanilla mousse
- (1)
- 1.1.18 A bavarois with finger biscuits, decorated with vanilla cream is \_\_\_\_\_ .
- A. Charlotte Royale
  - B. Charlotte Muscovite
  - C. Charlotte Russe
  - D. Charlotte Jacques
- (1)
- 1.1.19 Mild burns should be \_\_\_\_\_ .
- A. smeared with butter
  - B. disinfected in hot water
  - C. kept under cold running water
  - D. treated with antiseptic lotion
- (1)
- 1.1.20 A hotel owner is NOT held responsible for the loss of a guest's possessions in the case of \_\_\_\_\_ .
- A. a fire
  - B. loss of PC information with an electric short
  - C. an armed robbery
  - D. theft by staff
- (1)

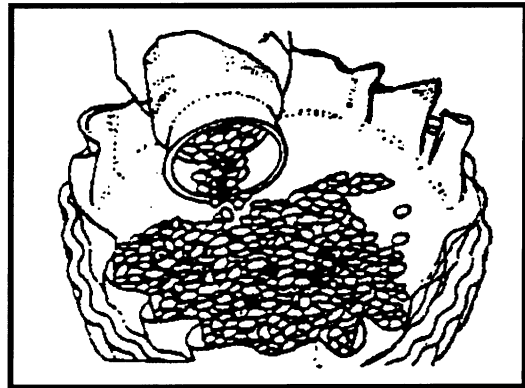
**(20)**

1.2 Bestudeer die illustrasies hieronder en gee die korrekte term vir elke proses. Skryf slegs die regte antwoord langs die toepaslike vraagnommer op jou antwoordblad neer.

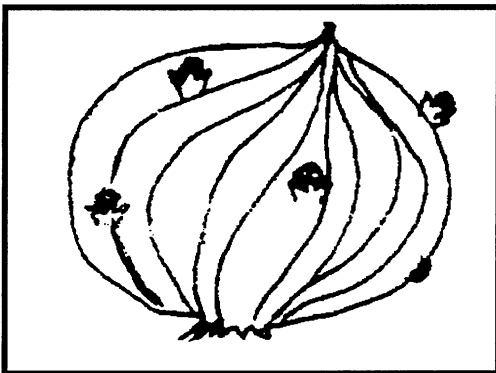
1.2.1



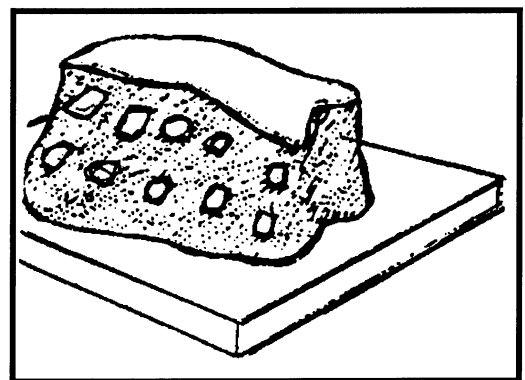
1.2.2



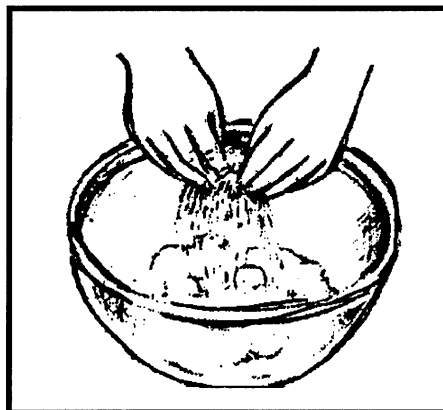
1.2.3



1.2.4



1.2.5

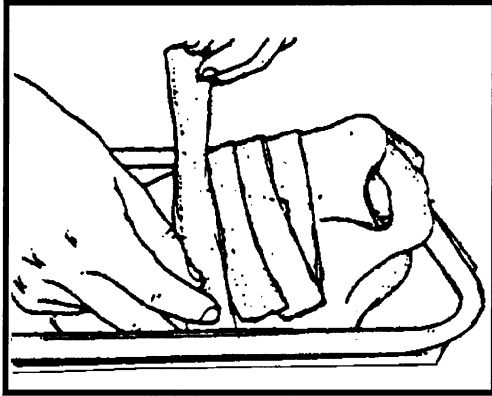


(5)

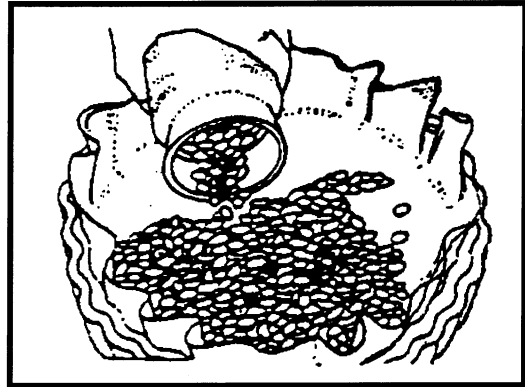


1.2 Study the illustrations below and provide the correct term for each process. Write only the correct answer next to the relevant question number on your answer sheet.

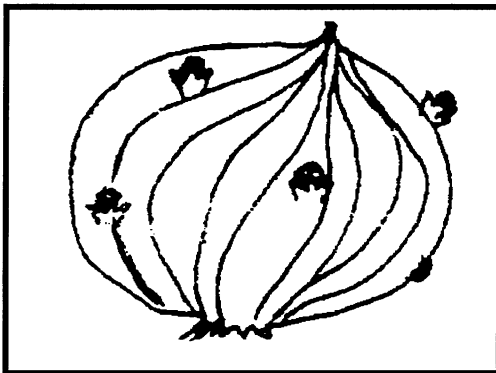
1.2.1



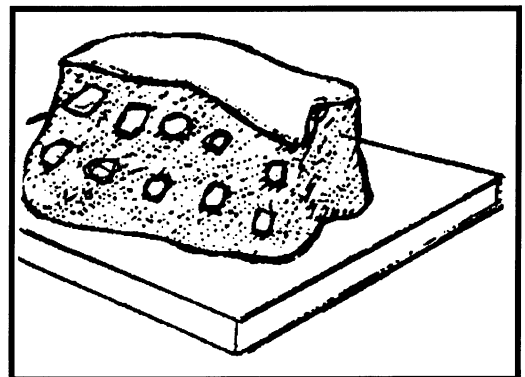
1.2.2



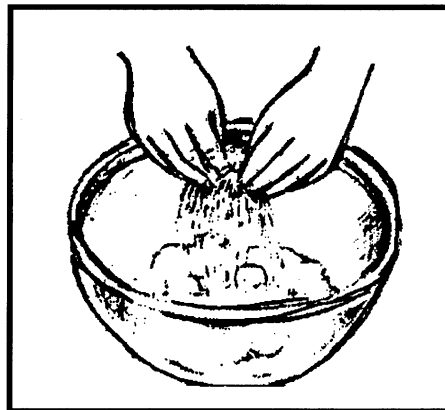
1.2.3



1.2.4



1.2.5



(5)

- 1.3 Pas die **beskrywing** in **Kolom A** by die **kamertarief** in **Kolom B**. Skryf slegs die korrekte letter (A – G) op jou antwoordblad langs die toepaslike vraagnommer neer.

KOLOM A BESKRYWING	KOLOM B KAMERTARIEF
1.3.1 Gedurende baie stil tye word spesiale afslagtariewe aangebied om gaste te lok.	A. En Pension B. Kontinentale plan C. Demi-Pension D. Seisoentarief E. Alles insluitend F. Reisagentplan G. Naweektarief
1.3.2 'n Sekere aantal hoteldienste word deur een prys gedek, wat dikwels deur toergroepe gebruik word.	
1.3.3 Sluit bed, ontbyt, middagete, aandete en middagtee in.	
1.3.4 'n Hoër tarief word gehef gedurende spitsvakansietye van die jaar.	
1.3.5 Sluit die kamer, ontbyt en een hoofmaal per dag in.	

(5)

- 1.4 Kies, uit die onderstaande lys VYF individue aan wie 'n dranklisensie nie uitgereik mag word nie. Skryf slegs die korrekte letters op jou antwoordblad onder die ooreenstemmende vraagnommer neer.

<b>A.</b>	'n Persoon wat in die voorafgaande 10 jaar 'n misdadig gepleeg het
<b>B.</b>	'n Persoon wat skuldig is aan die oortreding van die Drankwet
<b>C.</b>	'n Lid van Alkoholiste Anoniem
<b>D.</b>	Enige persoon onder die ouderdom van 18 jaar
<b>E.</b>	Die gade van iemand wat skuldig bevind is aan 'n misdryf en tronkstraf sonder die keuse van 'n boete opgelê is.
<b>F.</b>	'n Persoon wat 18 jaar oud is op die datum van aansoek
<b>G.</b>	'n Ongerehabiliteerde, insolvente persoon

(5)

- 1.3 Match the **description** in **Column A** with the **room tariff** in **Column B**. Write only the correct letter (A – G) next to the relevant question number on your answer sheet.

COLUMN A DESCRIPTION	COLUMN B TARIFFS
1.3.1 When hotels are very quiet, special discount tariffs are offered to attract guests. 1.3.2 A certain number of services are covered by one price, often used by tour groups. 1.3.3 Includes bed, breakfast, lunch, dinner and afternoon tea. 1.3.4 A higher price is charged during peak holiday periods of the year. 1.3.5 Includes the room, breakfast and one main meal per day.	A. En Pension B. Continental Plan C. Demi-Pension D. Seasonal tariff E. All inclusive F. Travel Agent Plan G. Week-end tariff

(5)

- 1.4 From the list below, select FIVE individuals to whom a liquor licence may not be sold. Write only the correct letters next to the relevant number on your answer sheet.

<b>A.</b> <b>B.</b> <b>C.</b> <b>D.</b> <b>E.</b> <b>F.</b> <b>G.</b>	Anyone who has committed a crime within the previous 10 years One who has been found guilty of contravening the Liquor Act A member of Alcoholics Anonymous Any person under the age of 18 years The spouse of anyone who has been convicted and sentenced to imprisonment without the option of a fine A person who is 18 years of age on the date of application An unrehabilitated, insolvent person
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(5)

- 1.5 Pas die **drank** in **Kolom B** by die **glas** in **Kolom A**, kies dan 'n geskikte **gereg/gang** uit **Kolom C** om daarmee saam te bedien. Skryf slegs die korrekte letters langs die toepaslike vraagnommer op jou antwoordblad neer.

KOLOM A GLAS		KOLOM B DRANK	KOLOM C GEREG/GANG
1.5.1		A. Pinot Noir B. Van der Hum C. Captain Morgan	a. Gedurende enige maaltyd b. Koffie c. Bief Stroganoff
1.5.2		D. Chenin Blanc E. Lion Lager	d. Aptytwekker e. Hoender Cordon Bleu
1.5.3		F. Cold Duck - Brut G. Klipdrift Brandewyn	f. Na nagereg g. Kaas en beskuitjies

(6)

- 1.6 Identifiseer DRIE korrekte antwoorde. Omkring die korrekte letters langs die vraagnommer op jou antwoordblad.

1.6.1 Bestanddele in ratatouille:

- A. Aubergines
- B. Wortels
- C. Courgettes
- D. Sampioene
- E. Broccoli

(3)




Identifiseer TWEE korrekte antwoorde vir elk van die volgende vrae. Omkring die korrekte letters langs elke vraagnommer op jou antwoordblad.

1.6.2 Kriteria vir die aankoop van lam:

- A. Grysering / pienk van kleur
- B. Vleis is kersierooi
- C. Bene is rooi en poreus
- D. Kraakbeen is wit en jellieagtig

(2)

- 1.5 Match the **beverage** in **Column B** with the **glass** in **Column A**, then select a suitable **dish/course** in **Column C** that is served with the beverage. Write only the correct answer next to the relevant question number on your answer sheet.

COLUMN A GLASS		COLUMN B BEVERAGE	COLUMN C DISH/COURSE
1.5.1		A. Pinot Noir B. Van der Hum C. Captain Morgan	a. During any meal b. Coffee c. Beef Stroganoff
1.5.2		D. Chenin Blanc E. Lion Lager	d. An aperitif e. Cordon Bleu chicken
1.5.3		F. Cold Duck - Brut G. Klipdrift Brandy	f. After dessert g. Cheese and biscuits

(6)

- 1.6 Identify THREE correct answers. Circle the correct letters next to the question number on your answer sheet.

1.6.1 Ingredients used in ratatouille:

- A. Aubergines
- B. Carrots
- C. Courgettes
- D. Mushrooms
- E. Broccoli

(3)

Identify TWO correct answers for each of the following questions. Circle the correct letters next to each question number on your answer sheet.

1.6.2 Criteria for the purchasing of lamb:

- A. Greyish/pink in colour
- B. Meat cherry red
- C. Bones are red and porous
- D. Cartilage white and gelatinous

(2)

1.6.3 Die basiese bestanddele van 'n vinaigrette:

- A. 3 dele olyfolie
- B. 2 dele olyfolie
- C. 2 dele asyn
- D. 1 deel asyn

(2)

1.6.4 Tradisionele disse van die inheemse bevolkingsgroepe van Suid-Afrika:

- A. Moskonfyt
- B. Waterblommetjiebredie
- C. Sorghum-bier
- D. Bobotie

(2)

**TOTAAL VIR AFDELING A: [50]**

## **AFDELING B**

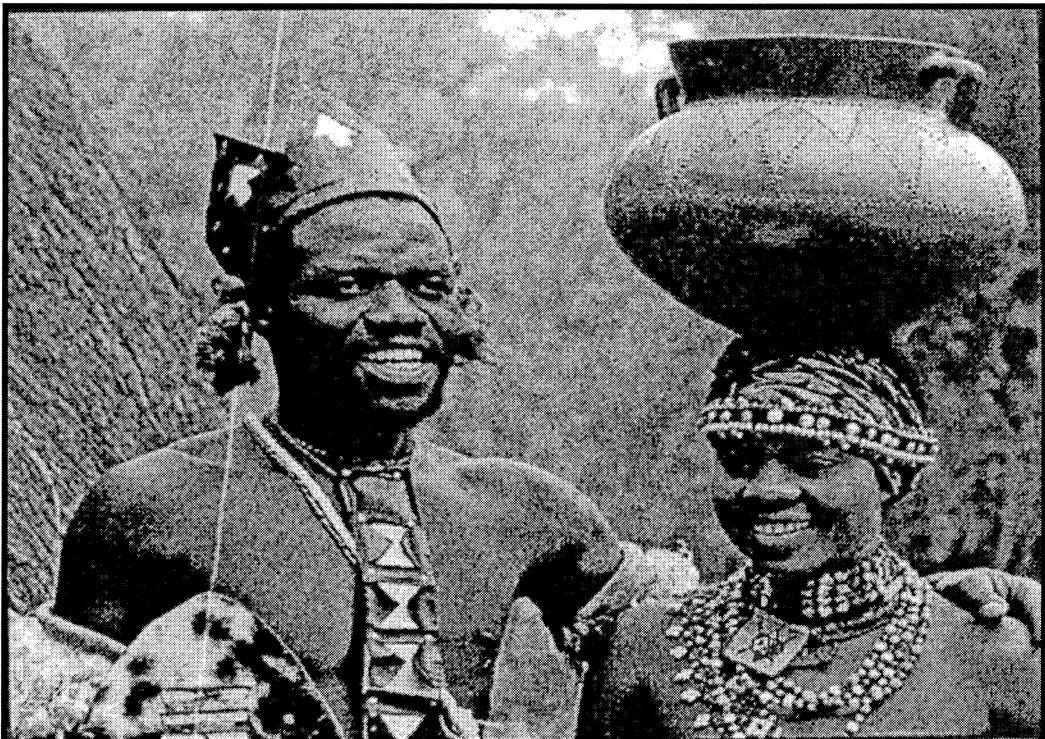
### **VRAAG 2 GASVRYHEIDSBEDRYF**

2.1 "Toeriste van binne en buite die grense van Suid-Afrika wil graag 'n **Ware Afrika-avontuur** beleef en so ook deel word van die natuurlike omgewing." Watter tipe "toerisme" word met hierdie stelling beskryf?

(1)

2.2 Jy is gevra om illustrasie 2.2.1 tot 2.2.5 in 'n reisbrosjure te gebruik om Suid-Afrika as 'n toeristebestemming te bevorder. Voorsien elke illustrasie van 'n kort, betekenisvolle beskrywing/opskrif.

2.2.1



(1)

b.o.

1.6.3 Basic ingredients of a vinaigrette:

- A. 3 parts olive oil
- B. 2 parts olive oil
- C. 2 parts vinegar
- D. 1 part vinegar

(2)

1.6.4 Traditional dishes of the indigenous people of South Africa.

- A. Moskonfyt
- B. Waterblommetjie-bredie
- C. Sorghum beer
- D. Bobotie

(2)

TOTAL FOR SECTION A: [50]

## SECTION B

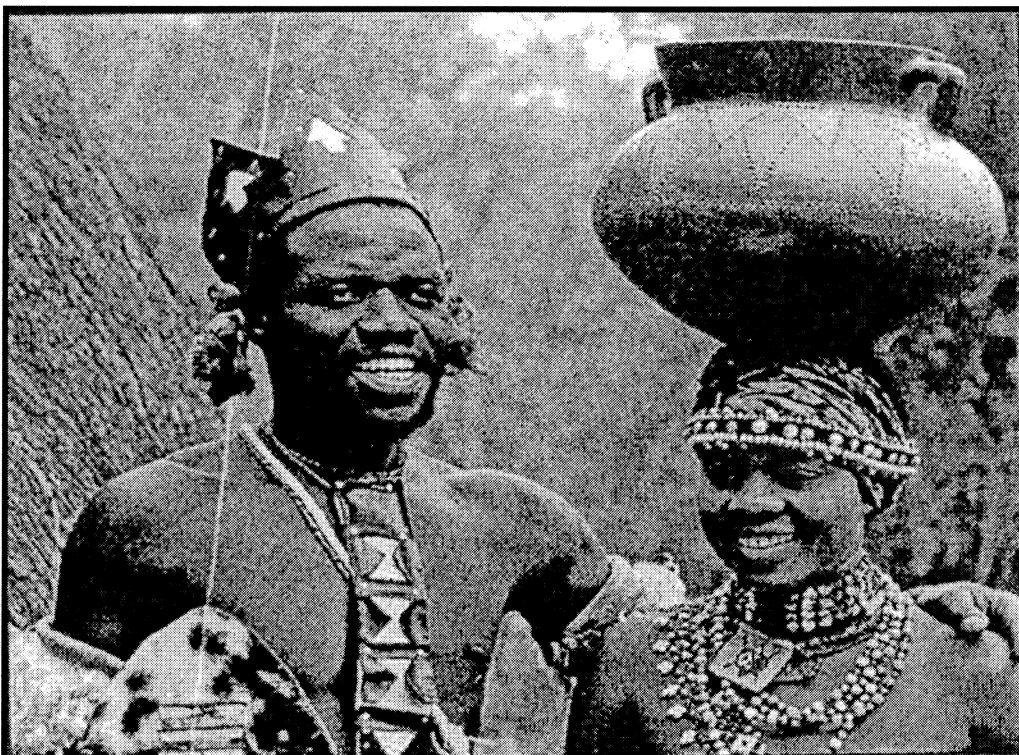
### QUESTION 2 HOSPITALITY INDUSTRY

2.1 "Tourists from inside and outside the borders of South Africa want to experience the **Real African Adventure** and become part of the natural environment." Name the type of "tourism" described in the statement.

(1)

2.2 You have been asked to use the illustrations numbered 2.2.1 to 2.2.5 in a travel brochure in order to promote South Africa as a tourist destination. Provide a description/caption for each of the illustrations.

2.2.1



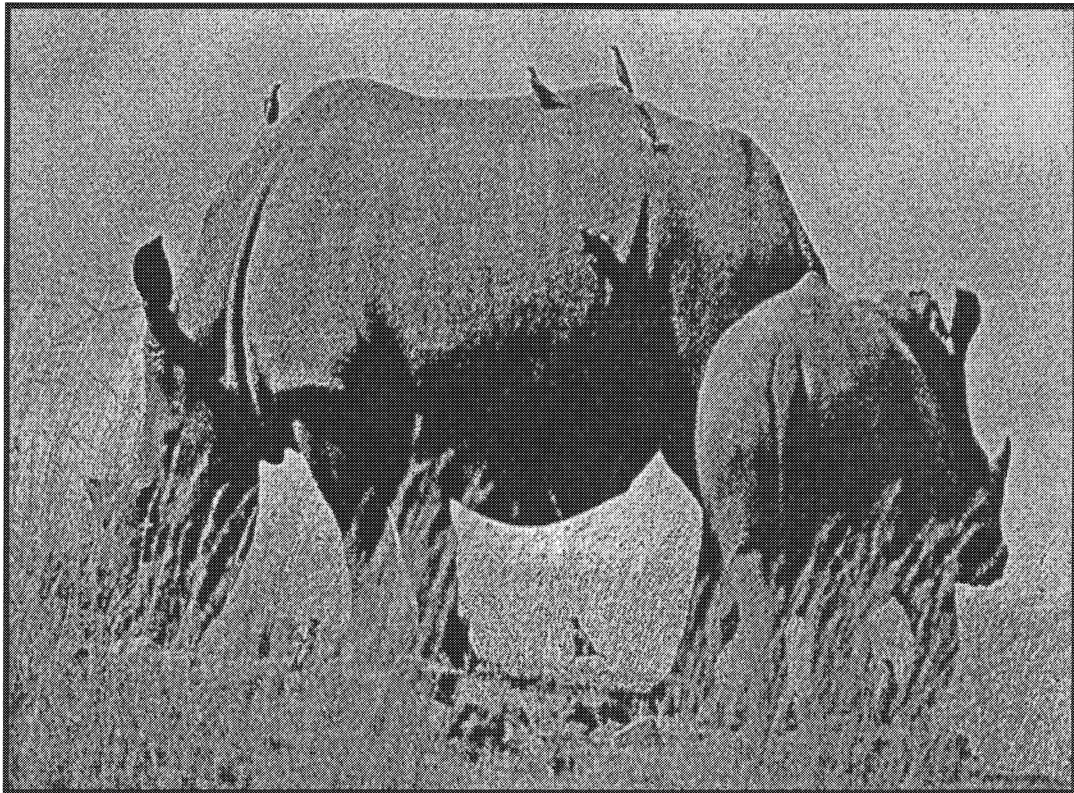
(1)

2.2.2



(1)

2.2.3



(1)



2.2.2



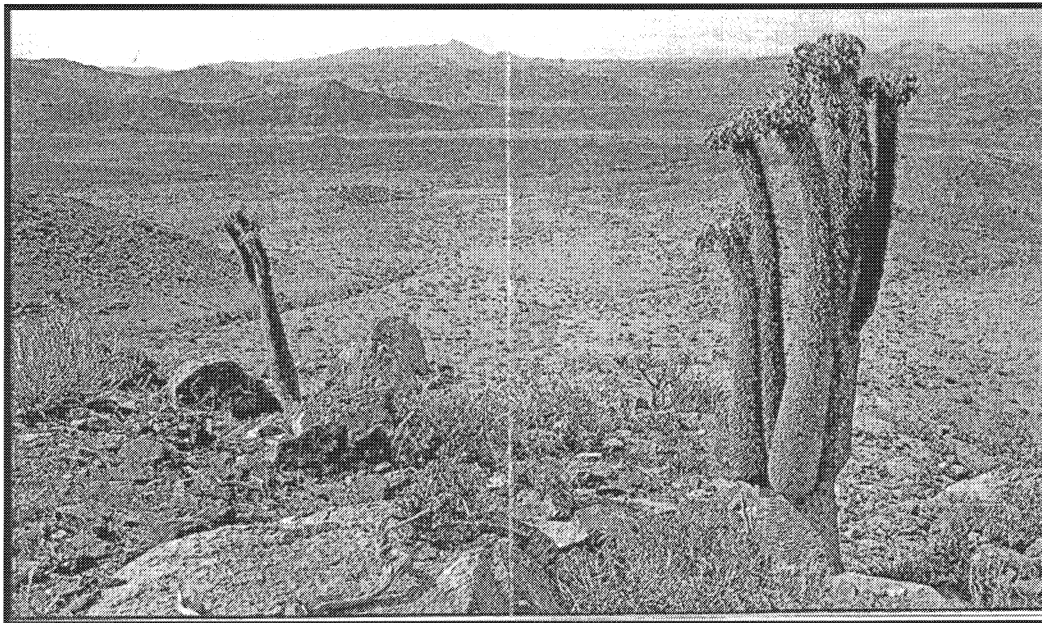
(1)

2.2.3



(1)

2.2.4



(1)

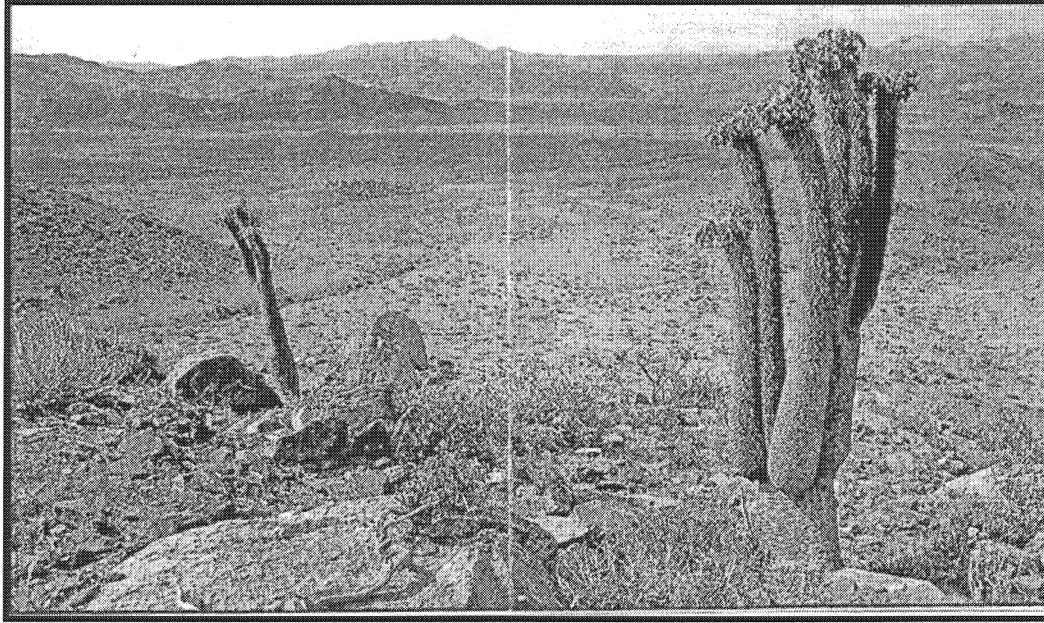
2.2.5



(1)



2.2.4



(1)

2.2.5

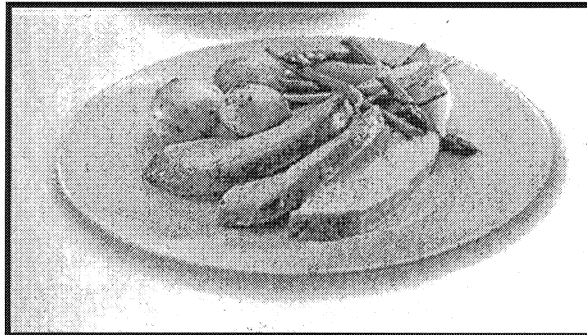


(1)

- 2.3 Beskryf 'n **toerpakket**. (3)
- 2.4 Noem TWEE dienste wat nie in 'n toerpakket ingesluit word nie. (2)
- 2.5 Beskryf kortliks die volgende tipes akkommodasie wat in Suid-Afrika beskikbaar is:
- 2.5.1 Gastehuse (2)
- 2.5.2 Bed-en-ontbyt (2)
- 2.6 Onderskei tussen 'n agentskap/franchise en 'n kettinggroep. (6)
- 2.7 Noem VIER voordele van 'n franchise. (4)
- [25]

### VRAAG 3 RESTAURANTORGANISASIE

- 3.1 Bestudeer die skets hieronder en beantwoord die vrae wat volg.



- 3.1.1 Identifiseer die bedieningstyl in die bogenoemde skets. (1)
- 3.1.2 Noem DRIE voordele en DRIE nadele van bogenoemde tipe bedieningstyl. Teken die onderstaande tabel in jou antwoordboek oor en voltooi dit.

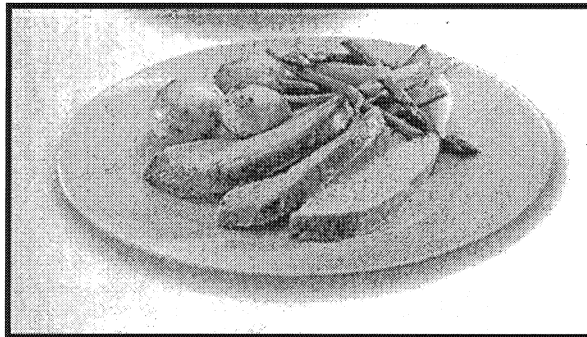
VOORDELE		NADELE	
a)	(1)	a)	(1)
b)	(1)	b)	(1)
c)	(1)	c)	(1)

(6)

- 2.3 Describe a **travel package**. (3)
- 2.4 List **TWO** services that are not included in a travel package. (2)
- 2.5 Briefly describe the following types of accommodation available in South Africa:
- 2.5.1 Guest houses (2)
- 2.5.2 Bed and Breakfast (2)
- 2.6 Differentiate between a franchise and a chain group. (6)
- 2.7 List **FOUR** advantages of a franchise. (4)
- [25]

### QUESTION 3 RESTAURANT ORGANISATION

- 3.1 Study the sketch below and answer the questions that follow.



- 3.1.1 Identify the service style above. (1)
- 3.1.2 Name **THREE** advantages and **THREE** disadvantages of the above service/style. Redraw the table below in your answer book and complete it.

ADVANTAGES		DISADVANTAGES	
a)	(1)	a)	(1)
b)	(1)	b)	(1)
c)	(1)	c)	(1)

(6)

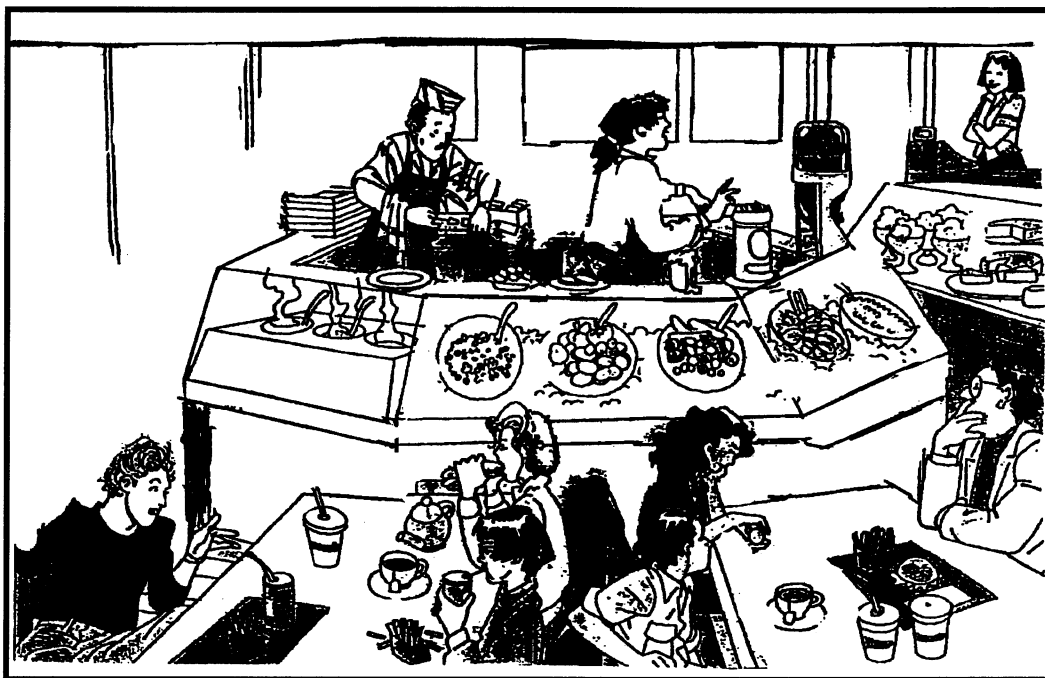
3.2 Bestudeer die skets hieronder en beantwoord die vrae wat volg.



3.2.1 Identifiseer die tipe bedieningstyl. (1)

3.2.2 Beskryf kortliks die volgorde van bediening in die bogenoemde styl. (4)

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



Identifiseer 'n bedieningstyl wat vir bogenoemde situasie geskik sal wees. (1)

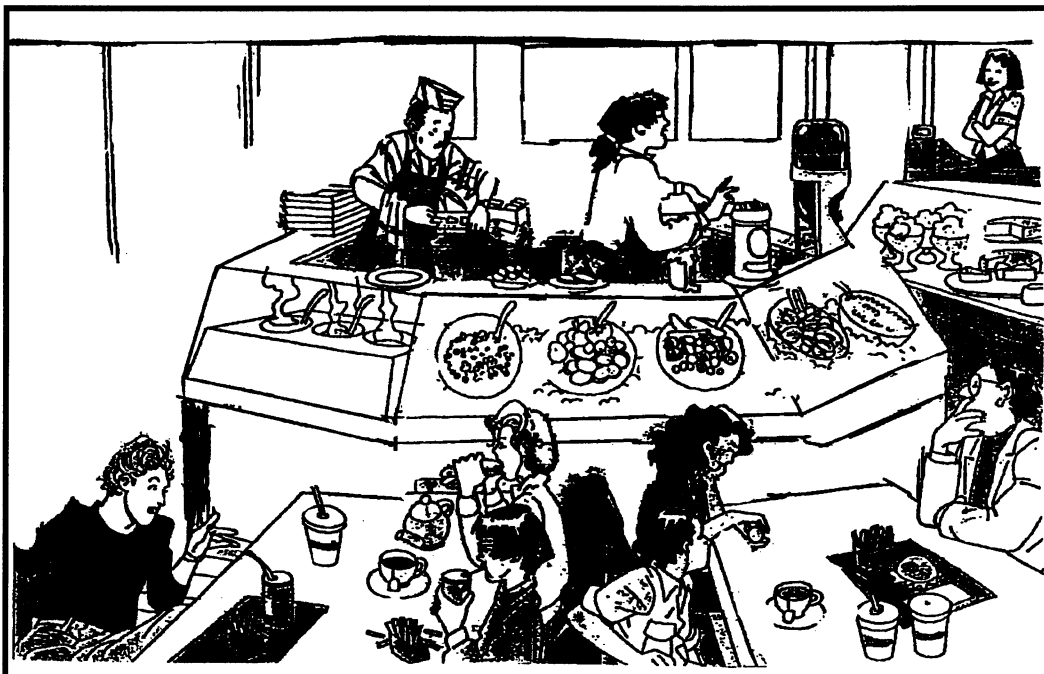
3.2 Study the sketch below and answer the questions that follow.



3.2.1 Identify the service style. (1)

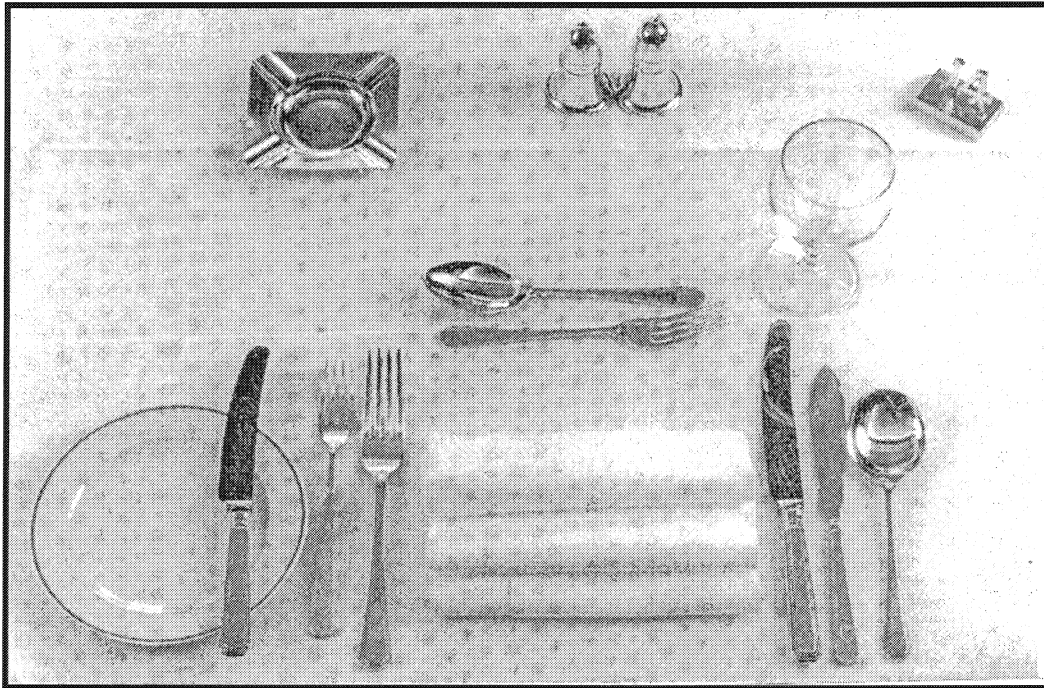
3.2.2 Explain briefly the order of serving in the above style. (4)

3.3 Study the sketch below and answer the question that follows.



Identify a service style that will be suitable for the above selection. (1)

3.4 Bestudeer die onderstaande skets en beantwoord die vrae wat volg.



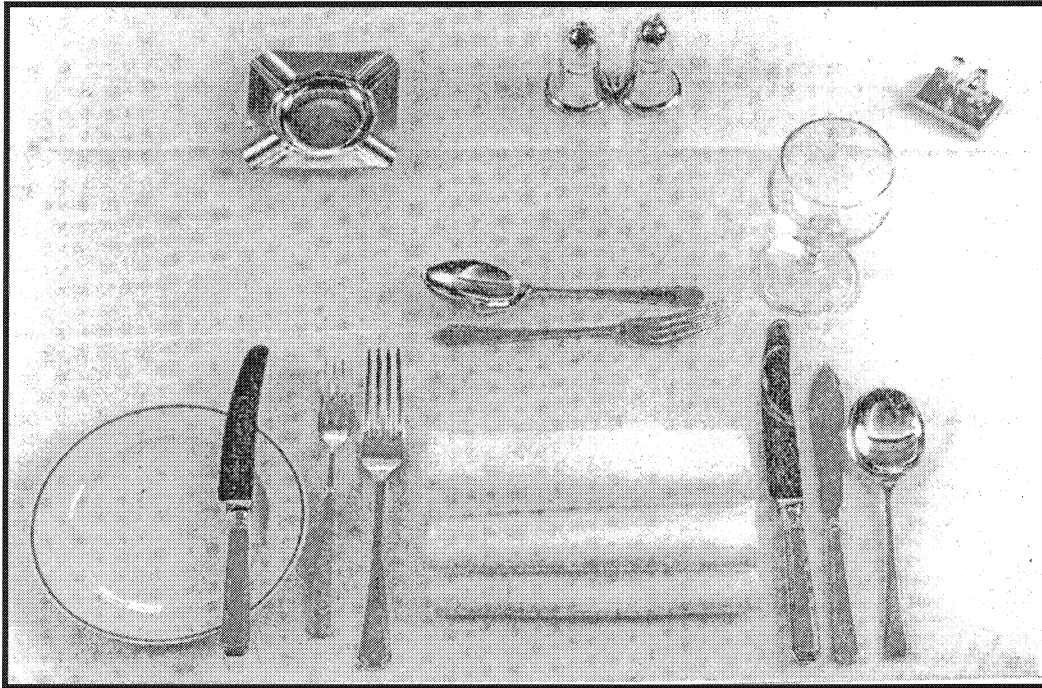
- 3.4.1 Identifiseer die soort spyskaart wat vir die bogenoemde skets geskik sal wees. (1)
- 3.4.2 Identifiseer die VIER gange wat vir die tafeldek-metode geskik sal wees en noem die korrekte volgorde van bediening. (4)
- 3.4.3 Hoekom moet die servet eenvoudig gevou word? (2)
- 3.4.4 Verduidelik die **afkrummelproses**. (3)
- 3.4.5 Identifiseer TWEE tafeldekfoute op bogenoemde gedekte plek ("cover"). (2)

[25]

TOTAAL VIR AFDELING B: [50]



3.4 Study the sketch below and answer the questions that follow.



- 3.4.1 Identify the type of menu that will be served above. (1)
- 3.4.2 Identify the FOUR courses for which the table setting is suitable and list the correct order of serving. (4)
- 3.4.3 Why should the napkin be folded simply? (2)
- 3.4.4 Explain the **crumbing down** process. (3)
- 3.4.5 Identify TWO errors in the above place settings (cover). (2)

[25]

TOTAL FOR SECTION B: [50]

**AFDELING C**

**VRAAG 4  
KULINÊRE STUDIES**

'n Deftige Johannesburgse restaurant bied 'n à la carte -spyskaart aan. Bestudeer die spyskaart en beantwoord die vrae wat volg.

**À la Carte-Spyskaart**

**Koue hors d'oeuvres**

Smörgasbord  
Salm-mousse bedien met melba-roosterbrood  
Niçoise-slaai bedien met vinaigrette  
Waldorfslaai  
Gedresseerde krap  
Kaviaar

**Warm hors d'oeuvres**

Vol-au-vents bedien met sampioen- en -kaasvulsel  
Boontjiesop

**Visgeregte**

Gebraaide galjoen  
Smooersnoek (moskonfyt)

**Geroosterde geregte**

Wiener Schnitzel  
Lam-kebabs  
Gemarineerde rib-oog-skywe  
Kruisskyf, gerooster volgens smaak

- Al die bogenoemde geregte word bedien met gebakte aartappels, broccoli, geglasuurde wortels en geroomde spinasie.

**Nageregte**

Baklava  
Gestoomde vrugtepoeding  
Apfelstrudel  
Tradisionele melktert

**SECTION C****QUESTION 4  
CULINARY STUDIES**

An upper class restaurant in Johannesburg offers an à la carte menu. Study the menu and answer the questions that follow.

**À la Carte Menu****Cold hors d'oeuvres**

Smörgasbord  
Salmon mousse served with Melba toast  
Niçoise salad served with vinaigrette  
Waldorf salad  
Dressed crab  
Caviar

**Hot hors d'oeuvres**

Vol-au-vents served with mushroom and cheese filling  
Bean soup

**Fish dishes**

Fried galjoen  
Poached snoek (moskonfyt)

**Grilled dishes**

Wiener Schnitzel  
Lamb kebabs  
Marinated rib eye steak  
Rump steak, grilled to taste

- All the above dishes are served with baked potatoes, broccoli, glazed carrots and creamed spinach.

**Desserts**

Baklava  
Steamed fruit pudding  
Apfelstrudel  
Traditional milk tart

- 4.1 Teken die onderstaande tabel in jou antwoordboek oor en beantwoord die vrae daarin.

Table d'hôte		À la Carte	
(a)	(1)	(a)	(1)
(b)	(1)	(b)	(1)
(c)	(1)	(c)	(1)

Onderskei tussen Table d'hôte-spyskaarte en À la Carte-spyskaarte. (6)

- 4.2 Hors d'oeuvres word gewoonlik as die eerste gereg of 'n aanvulling tot 'n spyskaart beskou. Noem DRIE voorbeelde waar hors d'oeuvres as 'n gereg bedien kan word. (3)

- 4.3 Verduidelik kortliks die volgende:

4.3.1 Die bestanddele van 'n Niçoise-slaai

4.3.2 TWEE bestanddele vir garnering van 'n Niçoise-slaai

4.3.3 Verduidelik wat elk van die volgende is:

a) Melba-roosterbrood

b) Vol-au-vents

c) Kaviaar

(5)

- 4.4 Noem die land van oorsprong vir die volgende geregte:

4.4.1 Smörgasbord

4.4.2 Gebraaide galjoen

4.4.3 Wiener Schnitzel

4.4.4 Baklava

4.4.5 Gestoomde vrugtepoeding

4.4.6 Apfelstrudel

(6)

- 4.5 Noem die deeg wat vir die volgende geregte gebruik word:

4.5.1 Baklava

4.5.2 Roompoffertjies

4.5.3 Tradisionele melktert

(3)

- 4.6 Vleis

4.6.1 Noem die beesvleissnit wat gebruik word vir rib-oog-skyf. (1)

4.6.2 Noem die deel van die beeskarkas waaruit die rib-oog-skyf gesny word. (1)

- 4.7 Noem die vleissnitte wat vir elk van die volgende gebruik word:

4.7.1 Wiener Schnitzel

4.7.2 Kruisskyf

4.7.3 Lamkebabs

(3)

- 4.1 Redraw the table below in your answer book and answer the questions that follow in the spaces provided.

Table d'hôte		À la Carte	
(a)	(1)	(a)	(1)
(b)	(1)	(b)	(1)
(c)	(1)	(c)	(1)

Differentiate between Table d'hôte and À la Carte menus. (6)

- 4.2 Hors d'oeuvres are usually considered to be the first dish or an addition to a menu. List THREE examples where hors d'oeuvres can be served as a dish. (3)

- 4.3 Briefly explain the following:

4.3.1 The ingredients of a Niçoise salad.

4.3.2 TWO ingredients that are used to garnish a Niçoise salad.

4.3.3 Explain each of the following:

a) Melba toast

b) Vol-au-vents

c) Caviar

(5)

- 4.4 Name the countries of origin of the following dishes:

4.4.1 Smörgasbord

4.4.2 Fried galjoen

4.4.3 Wiener Schnitzel

4.4.4 Baklava

4.4.5 Steamed fruit pudding

4.4.6 Apfelstrudel

(6)

- 4.5 Name the pastry used for the following dishes:

4.5.1 Baklava

4.5.2 Cream puffs

4.5.3 Traditional milk tart

(3)

- 4.6 Meat

4.6.1 Name the beef cut that is used for the rib eye steak. (1)

4.6.2 Name the part of the beef carcass from where the rib eye steak is obtained. (1)

- 4.7 Name the meat cut used for each of the following:

4.7.1 Wiener Schnitzel

4.7.2 Rump steak

4.7.3 Lamb kebabs

(3)

- 4.8 Teken die volgende tabel in jou antwoordboek oor en klassifiseer die volgende groente volgens hulle eetbare gedeeltes:

GROENTE	KLASSIFIKASIE	VOORBEREIDING
4.8.1 Broccoli	(1)	(1)
4.8.2 Spinasie	(1)	(1)

(4)

- 4.9 Verduidelik die effek van koeksoda op groenboontjies tydens die kookproses.

(3)

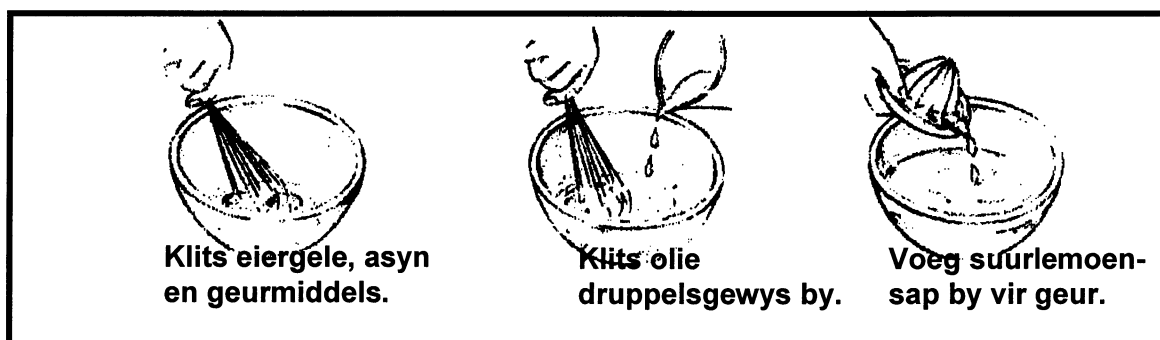
**[35]**

### VRAAG 5

- 5.1 Souse

- 5.1.1 Identifiseer die sous wat in die illustrasie hieronder uitgebeeld word.

(1)



- 5.1.2 Hoe sal jy tydens die voorbereiding van die bogenoemde sous voorkom dat dit skif?

(3)

- 5.1.3 Die bogenoemde sous skif gedurende die voorbereiding daarvan. Verduidelik hoe jy dit sal regstel.

(2)

- 5.1.4 Beskryf die volgende terme:

- a) Chaud-froid
- b) Verlouté
- c) Espagnole

(1)

(1)

(1)

- 5.2 Gelatien

Jy berei 'n salm-mousse voor wat salm, room en gelatien bevat. Beskryf wat met die salm-mousse sal gebeur as die volgende bestanddele bygevoeg word:

- 5.2.1 50 ml suurlemoen-sap

(1)

- 5.2.2 50 ml blokkies rou pynappel

(2)

- 5.3 Verduidelik die DRIE stadia in die voorbereiding van die gelatien voordat dit by die eiervla gevoeg word tydens die maak van 'n bavarois.

(3)

- 5.4 Verduidelik hoe om 'n Beierse roomvorm te ontvorm.

(3)

b.o.

- 4.8 Redraw the following table in your answer book and classify the vegetables according to edible parts:

VEGETABLE	CLASSIFICATION	PREPARATION
4.8.1 Broccoli	(1)	(1)
4.8.2 Spinach	(1)	(1)

(4)

- 4.9 Explain the effect of bicarbonate of soda on green beans during the cooking process.

(3)

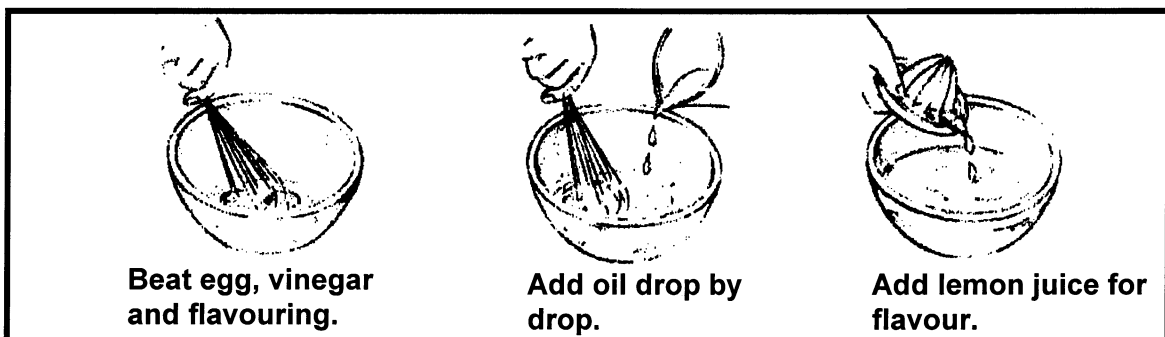
**[35]**

### QUESTION 5

- 5.1 Sauces

- 5.1.1 Identify the sauce in the illustrations below.

(1)



- 5.1.2 Explain how curdling is prevented during the preparation of the above sauce.

(3)

- 5.1.3 The above sauce curdled during preparation. Explain how you will correct this.

(2)

- 5.1.4 Describe the following terms:

- Chaud-froid
- Verlouté
- Espagnole

(1)

(1)

(1)

- 5.2 Gelatine

A salmon mousse is prepared with salmon, cream and gelatine. Explain what will happen to the salmon mousse if the following ingredients are added:

- 5.2.1 50 ml lemon juice

(1)

- 5.2.2 50 ml diced raw pineapple

(2)

- 5.3 Explain the THREE stages in the preparation of gelatine before it is added to the egg custard when making a bavarois.

(3)

- 5.4 Explain how a Bavarian cream is unmoulded.

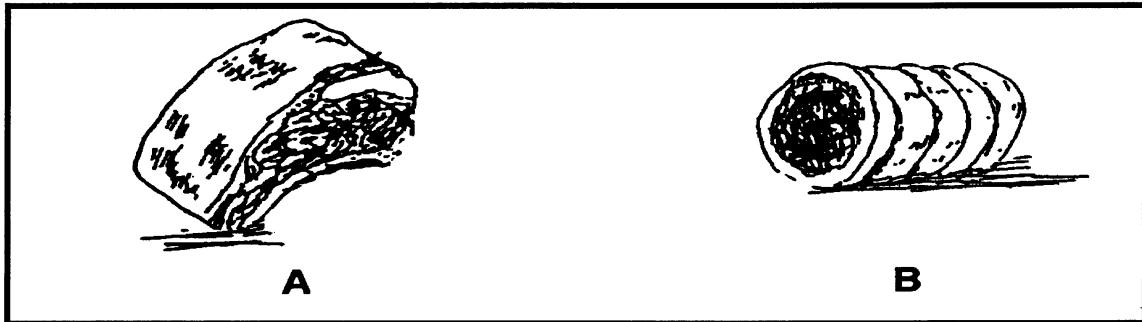
(3)

P.T.O.

## 5.5 Vleis

Illustrasie A en B is uit dieselfde beesvleissnit.

Bestudeer die illustrasies hieronder en beantwoord die vrae wat volg.



- 5.5.1 Identifiseer vleissnit A. (1)  
5.5.2 Noem die deel van die karkas van waar vleissnit A verkry is. (1)  
5.5.3 Sê of beide vleissnitte gemarineer kan word. (1)  
5.5.4 Noem die proses wat op vleissnit A toegepas is om beesvleisrol B voor te berei. (1)  
5.5.5 Dink jy dit is moontlik om die beesvleisrol ryp te maak? Gee 'n rede vir jou antwoord. (2)  
5.5.6 Noem 'n gepaste gaarmaakmetode vir beesvleisrol B. (1)  
5.5.7 Verduidelik waarom die beesvleisrol geskik is vir tuisbevriesting. (1)  
5.5.8 Verduidelik hoe bevrore vleis ontdooi moet word. (1)

## 5.6 Identifiseer die bier wat in elk van die volgende stellings beskryf word.

- 5.6.1 Hierdie bier word in vate opgeberg waar dit verouder word by 'n temperatuur van tussen 1°C tot onder vriespunt. (1)  
5.6.2 Hierdie bier het sy donker kleur te danke aan die lang roosterproses van die mout. (1)

## 5.7 Wyn

- 5.7.1 Beskryf kortliks die fermentasieproses by wynmaak. (3)  
5.7.2 By watter temperatuur vind fermentasie plaas? (1)  
5.7.3 Wanneer sal die fermentasieproses outomaties stop? (1)  
5.7.4 Wat verstaan jy onder die term **stilwyn**? (1)

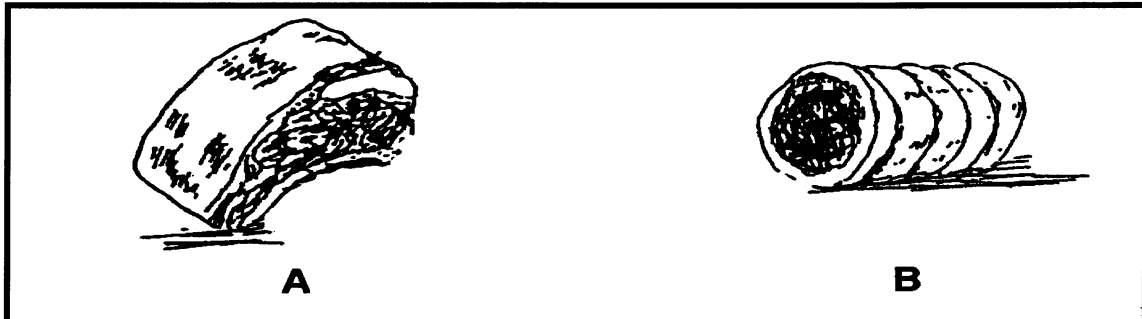
[35]

TOTAAL VIR AFDELING C: [70]



## 5.5 Meat

Illustrations **A** and **B** are from the same beef cut.  
Study the illustrations below and answer the questions that follow.



- 5.5.1 Identify meat cut **A**. (1)  
5.5.2 Name the part of the carcass from where Cut **A** is obtained. (1)  
5.5.3 State whether both cuts of meat can be marinated. (1)  
5.5.4 Name the process that was applied to cut **A** in order to prepare the beef roll **B**. (1)  
5.5.5 Do you think that the beef roll can be ripened? Substantiate your answer. (2)  
5.5.6 Name a suitable cooking method for beef roll **B**. (1)  
5.5.7 Explain why the beef roll is suitable for home freezing. (1)  
5.5.8 Explain how frozen meat is thawed. (1)

## 5.6 Identify the beer that is described in each of the following statements.

- 5.6.1 Stored in vats where it is aged at a temperature of 1°C to below freezing point. (1)  
5.6.2 Dark in colour due to the process of roasting the malt. (1)

## 5.7 Wine

- 5.7.1 Describe the fermentation process in wine making. (3)  
5.7.2 At which temperature does fermentation take place? (1)  
5.7.3 When does the fermentation process stop automatically? (1)  
5.7.4 What do you understand by the term **still wine**? (1)

**[35]****TOTAL FOR SECTION C: [70]**

## **AFDELING D**

### **VRAAG 6 HOTELORGANISASIE**

- 6.1 Noem die personeel wat vir die volgende take in 'n groot hotel aanspreeklik is:
- 6.1.1 Die skoonmaak van openbare plekke (1)
  - 6.1.2 Die voorsiening en kontrolering van die linnediens (1)
  - 6.1.3 Die versorging van gaste se droogskoonmaakstukke en hulp met skoonmaaktake (1)
- 6.2 Bespreek die belangrike rol wat die huishoudingsdepartement in 'n hotel speel. (2)
- 6.3 Noem die soort inligting wat daaglik tussen die huishouding- en die voorkantoor-departement gekommunikeer word. (3)
- 6.4 Beskryf die pligte van die ontvangsportier. (2)
- 6.5 Verduidelik wat die ontvangspersoneel moet doen wanneer probleme met die volgende betalingsmetodes ondervind word:
- 6.5.1 Vervalste note (2)
  - 6.5.2 'n Kredietkaart wat verval het (3)
- 6.6 Noem DRIE moontlike defekte in 'n badkamer wat onder die aandag van die instandhoudingsafdeling gebring behoort te word. (3)
- 6.7 Verduidelik watter behandeling jy in elk van die volgende gevalle sal toepas:
- 6.7.1 'n Gas wat flou geword het (2)
  - 6.7.2 'n Ontvangsdame wat aan skok ly (2)
- 6.8 Verduidelik hoe die veiligheid van gaste in 'n hotel verseker word. (2)
- 6.9 Die Arbeidswet van 1996 dui aan onder watter omstandighede 'n werkgewer die werknemer mag ontslaan.
- 6.9.1 Noem TWEE gevalle van billike ontslag. (2)
  - 6.9.2 Noem TWEE gevalle van onbillike ontslag. (2)
- 6.10 Verduidelik wat met die volgende terme bedoel word:
- 6.10.1 Geslote dae (1)
  - 6.10.2 Kurkgeld (1)

**TOTAAL VIR AFDELING D: [30]**

**TOTAAL: 200**

## **SECTION D**

### **QUESTION 6** **HOTEL ORGANISATION**

- 6.1 Name the personnel responsible for the following duties in a large hotel:
- 6.1.1 The cleaning of public areas (1)
  - 6.1.2 The supply and control of the linen service (1)
  - 6.1.3 Taking care of the guests' dry-cleaning and helping with cleaning (1)
- 6.2 Discuss the important role played by the housekeeping department in a hotel. (2)
- 6.3 List the kind of information that is communicated between the housekeeping and front office departments on a daily basis. (3)
- 6.4 Describe the duties of the reception porter. (2)
- 6.5 Explain what the reception staff should do when there is a problem with the following methods of payment:
- 6.5.1 Counterfeit money (2)
  - 6.5.2 An expired credit card (3)
- 6.6 List THREE possible defects in a bathroom that should be brought to the attention of the maintenance department. (3)
- 6.7 Explain how you will administer treatment in each of the following cases:
- 6.7.1 A guest has fainted (2)
  - 6.7.2 A receptionist is in a state of shock (2)
- 6.8 Explain how the safety of a guest is ensured in a hotel. (2)
- 6.9 The Labour Law of 1996 prescribes under which circumstances an employer may dismiss an employee.
- 6.9.1 List TWO cases of fair dismissal. (2)
  - 6.9.2 List TWO cases of unfair dismissal. (2)
- 6.10 Explain what is meant by the following terms:
- 6.10.1 Closed days (1)
  - 6.10.2 Corking fee (1)

**TOTAL FOR SECTION D: [30]**

**TOTAL: 200**



**ANSWER SHEET / ANTWOORDBLAD**

N.B. Please place this page inside the front cover of your answer book on completion.  
L.W. Plaas asseblief hierdie bladsy voor in jou antwoordboek nadat jy dit voltooi het.

EXAMINATION NUMBER/  
EKSAMENNOMMER

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**SECTION/AFDELING A**

QUESTION/VRAAG 1.1				
1.1.1	A	B	C	D
1.1.2	A	B	C	D
1.1.3	A	B	C	D
1.1.4	A	B	C	D
1.1.5	A	B	C	D
1.1.6	A	B	C	D
1.1.7	A	B	C	D
1.1.8	A	B	C	D
1.1.9	A	B	C	D
1.1.10	A	B	C	D
1.1.11	A	B	C	D
1.1.12	A	B	C	D
1.1.13	A	B	C	D
1.1.14	A	B	C	D
1.1.15	A	B	C	D
1.1.16	A	B	C	D
1.1.17	A	B	C	D
1.1.18	A	B	C	D
1.1.19	A	B	C	D
1.1.20	A	B	C	D
<b>(20)</b>				
QUESTION/VRAAG 1.2				
1.2.1				
1.2.2				
1.2.3				
1.2.4				
1.2.5				
<b>(5)</b>				

QUESTION/VRAAG 1.3	
1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
<b>(5)</b>	

QUESTION/VRAAG 1.4				
<b>(5)</b>				

QUESTION/VRAAG 1.5			
	COLUMN/KOLOM B	COLUMN/KOLOM C	
1.5.1			
1.5.2			
1.5.3			
<b>(6)</b>			

QUESTION/VRAAG 1.6						
1.6.1	A	B	C	D	E	(3)
1.6.2	A	B	C	D		(2)
1.6.3	A	B	C	D		(2)
1.6.4	A	B	C	D		(2)
<b>(9)</b>						

<b>[50]</b>