

GAUTENG DEPARTMENT OF EDUCATION

SENIOR CERTIFICATE EXAMINATION

HOTELKEEPING AND CATERING SG

ANSWER SHEET / ANTWOORDBLAD

NB 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					QUESTION/VRAAG 1.3						
1.1.1	A	B	C	D	1.3.1	G					
1.1.2	A	B	C	D	1.3.2	E					
1.1.3	A	B	C	D	1.3.3	A					
1.1.4	A	B	C	D	1.3.4	D					
1.1.5	A	B	C	D	1.3.5	C					
1.1.6	A	B	C	D					(5)		
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	QUESTION/VRAAG 1.4						
1.1.11	A	B	C	D	A	B	D	E	G		
1.1.12	A	B	C	D					(5)		
1.1.13	A	B	C	D	QUESTION/VRAAG 1.5						
1.1.14	A	B	C	D		COLUMN/KOLOM B	COLUMN/KOLOM C				
1.1.15	A	B	C	D	1.5.1	D	e				
1.1.16	A	B	C	D	1.5.2	F	a				
1.1.17	A	B	C	D	1.5.3	A	c				
1.1.18	A	B	C	D					(6)		
1.1.19	A	B	C	D	QUESTION/VRAAG 1.6						
1.1.20	A	B	C	D	1.6.1	A	B	C	D	E	(3)
				(20)	1.6.2	A	B	C	D		(2)
QUESTION/VRAAG 1.2					1.6.3	A	B	C	D		(2)
1.2.1	Barding/Bardering				1.6.4	A	B	C	D		(2)
1.2.2	Baking blind/Blindbak										(9)
1.2.3	Clouté onion/ui										
1.2.4	Larding/Lardering										
1.2.5	Rubbing in/incorporating air										
	Invryf/Insluiting van lug				(5)						[50]

SECTION B**QUESTION 2
HOSPITALITY INDUSTRY**

- 2.1 Ecotourism (1) V/H P. 5
- 2.2 2.2.1 Cultural diversity V/H P.4&5
 2.2.2 Good restaurants with a wide variety of food
 2.2.3 Game reserves
 2.2.4 Nature scenery
 2.2.5 A First World environment, e.g. modern cities/parks (5)
- 2.3 **A travel package** V/H P.6
 A travel package is an agreement concluded between the prospective tourist, travel agent and the establishments providing the services, e.g. hotels, bus services etc. (3)
- 2.4 **Services not included**
 – Drinks and cigarettes
 – Extra meals not included in package
 – Gifts
 – Sightseeing tours not included in package Any (2)
- 2.5 2.5.1 **Guest house** V/H P. 11
 ESMA P.3 H/S
 – Guests stay with a family or selected group of people
 – Have up to six rooms
 – Host lives in house
 – Breakfasts are provided
 – Managed or owned by individuals or small groups
 – Lunches and dinners are provided on request Any (2)
- 2.5.2 **Bed and Breakfast** V/H P. 11
 ESMA P.3 H/S
 – Only offers accommodation and breakfast – dinners may be served on request
 – Closely situated restaurants even deliver meals on order
 – Two to three rooms in a house with a family are used for guests
 – Guests eat separately or with the family
 – Guests enjoy a high degree of privacy, homeliness and personal service. Any (2)

2.6 **Franchise**

ESMA P.7 H/S

- A franchisee buys a franchise business.
- Instead of being employed by a company, he owns the business and pays the company a franchising fee.
- In return, he gets training, uses the franchise name and their expertise.
- The franchise owner has the right to appoint or dismiss his own staff.
- Advertising and marketing is often done by the company.
- If a franchised unit is not profitable, it is the problem of the person who bought the franchise. Any (3)

Chain groups

ESMA P.7 H/S

- The establishment is a branch of a large organisation.
- The manager and staff are appointed by the head office.
- The unit is managed according to instructions from central management.
- All profits go to the head office.
- All advertising, marketing and buying are done by the head office.
- Furnishings and equipment are owned by the central company.
- Standards of food and services are strictly controlled by head office.
- Staff training is done by head office. Any (3)

Advantages of a franchise

V/H P.14&15

- An umbrella promotional campaign
- Training so that franchisee can provide the service or manufacture the product
- Promotional materials such as posters and brochures
- A standardised shop layout to suit the corporate identity of the franchising company
- Necessary equipment for operating the franchise agency
- Management support
- Centralised purchases by the franchiser make the task of the franchisee so much easier
- Franchisee will sell a tried and tested product or services. Hence the risk factor is much smaller/lower.
- It will be easier to obtain financing from financial institutions as the franchise already has a well-established financial record.
- The franchisee's productivity determines profits. Any (4)

[25]

**QUESTION 3
RESTAURANT ORGANISATION**

- 3.1 3.1.1 Plate service (1) V/H P.30
ESMA P.4 R/O
- 3.1.2 (1) V/H P.30
ESMA P.
- | ADVANTAGES | DISADVANTAGES |
|--|--|
| a) Portioning can be controlled
b) Much less wastage of food
c) Rapid turnover
d) Chef can be creative
(Any 3) | a) Increased kitchen time and labour
b) Food can become cold on plate
c) Presentation can be poor if no control
(3) |
- (6)
- 3.2 **Type of service**
- 3.2.1 Silver service (1) V/H P.28
ESMA P.5 R/O
- 3.2.2 Silver service – order of serving
- A variety of dishes are placed on suitable serving plates in the kitchen.
 - Waiters put clean plates in front of guests.
 - Food is served from the serving plate to the host and then the guests by the waiter.
 - Dishing up is done with a spoon and fork (in one hand).
 - Served from the left
 - Serve potatoes first and then other vegetables
 - Serving spoon and fork are handled with one hand while plates are held on the other hand
- Any (4)
- 3.3 **Service style**
- 3.3.1 Cafeteria service/counter service/tray service Any (1) ESMA P.6
Food & Bev. Serv
P.14
- 3.4 **Type of menu**
- 3.4.1 Table d'hôte (1) V/H P.24
ESMA P.2R/O
- 3.4.2 Menu: order of serving
- Soup
 - Fish
 - Main course
 - Dessert
- (4)
- 3.4.3 Napkin Food & Bev. Serv
P.238
- Over-handling can cause creases
 - For hygienic reasons
 - Complex folds take much more time to complete
- (2)

- 3.4.4 Crumbing down Food & Bev Serv.
P.298
- This process takes place after the main course has been consumed.
 - The waiter brushes any crumbs and other debris lying on the tablecloth onto the service plate with the aid of a folded service cloth.
 - The dessert fork and spoon are then moved down to the correct places. (3)
- 3.4.5 V/H P.43
ESMA P.2 C/S
- Glass not in line with knife.
 - No ashtray needed.
 - Fish fork not in line with rest.
 - Dessert spoon and fork not parallel. Any (2)
- [25]

TOTAL FOR SECTION B: [50]

SECTION C

QUESTION 4 CULINARY STUDIES

4.1 Differences between the two types of menu

Table d'hôte	À la Carte
<ul style="list-style-type: none"> * Fixed number of courses * Fixed price * Dishes ready at a specific time * Less wastage * Fewer staff * Limited choice of dishes <p style="text-align: right;">(Any matching 3)</p>	<ul style="list-style-type: none"> * Completed list of dishes * Every dish is priced separately * Dish takes time to prepare * Every dish is made to order <p style="text-align: right;">(Any matching 3)</p>
(6)	

4.2 Hors d'oeuvres

- Salad served at beginning of a meal
- Soufflé served at beginning of a meal
- Part of a cold buffet (3)

4.3 4.3.1 The composition of Niçoise salad

- Tomatoes, green beans, black olives, garlic

4.3.2 Garnishing a Niçoise salad

- Anchovies and capers

4.3.3 a) Melba toast

- Thin slice of toast cut into triangles or fingers

4.3.4 b) Vol-au-vents

- 8 cm diameter – puff pastry with different fillings

4.3.5 c) Caviar

- Eggs of the sturgeon (5)

4.4 **Countries of origin**

4.4.1	Smörgasbord	Scandinavia	
4.4.2	Fried galjoen	Malay (SA)	
4.4.3	Wiener schnitzel	Austria	
4.4.4	Baklava	Greece	
4.4.5	Steamed fruit pudding	England	
4.4.6	Apfelstrudel	Austria	(6)

4.5 **Pastry types**

4.5.1	Baklava	Phyllo	
4.5.2	Cream puff	Choux	
4.5.3	Traditional milk tart	Puff pastry	(3)

4.6 **Meat**

4.6.1	Beef cut - rib eye steak		
	– Prime rib		(1)
4.6.2	Part of the beef carcass - rib eye steak cut		
	– Forequarter		(1)

4.7 **Meat cuts**

4.7.1	Wiener Schnitzel		
	– Deboned rump steak		
4.7.2	Rump steak		
	– Deboned rump steak		
4.7.3	Lamb kebab		
	– Leg of lamb/Chuck		(3)

	CLASSIFICATION	PREPARATION	
4.8.1 Broccoli	Flower vegetables	Wash in salt water to remove insects/soil	
4.8.2 Spinach	Leaf vegetables	Wash thoroughly, cut away the white stems/ Soil	(4)
	(2)	(2)	

4.9 **Effects of bicarbonate of soda**

- Green beans become soggy
- Destroys vitamin C
- Bicarbonate of soda is an alkaline medium

(3)
[35]

QUESTION 5

5.1 Sauces

5.1.1 Name the sauce

- Mayonnaise (1)

5.1.2 Preparation : curdling of mayonnaise

- Do not add the oil too quickly
- Make sure the oil is not too cold
- Beat the sauce well
- Make sure the egg yolks are not old (3)

5.1.3 Correct curdling - mayonnaise

- Pour 5 ml boiling water into a clean mixing bowl.
- Dilute the egg yolk with 3 ml water and beat very well.
- Then beat in the curdled sauce gradually. (2)

5.1.4 a) Chaud-froid

- Sauce made of béchamel, velouté or demi-glace to which aspic jelly or gelatine has been added (1)

b) Velouté

- Chicken stock with blond roux (1)

c) Espagnole

- Beef stock with brown roux (1)

5.2 Gelatine

5.2.1 50 ml lemon juice

- Prevents setting – increase gelatine. (1)

5.2.2 50 ml diced raw pineapple

- Enzyme bromelin prevents setting.
- Because it hydrolyses protein in gelatine (2)

5.3 Stages of preparing gelatine before it is added to the egg custard.

- Soak gelatine in cold water/hydrate.
- Melt/disperse the gelatine.
- Add gelatine to lukewarm custard (3)

5.4 To unmould Bavarian cream

- Pull the jelly away from the sides of the mould with your fingertips.
- Do not use a knife to loosen the mould.
- Place a hot dish cloth over the mould to facilitate the unmoulding. (3)

- 5.5 **Meat**
- 5.5.1 Identify beef cut **A**.
– Wing rib/Prime rib. (1)
- 5.5.2 Part of a carcass is beef cut **A**
– Forequarter. (1)
- 5.5.3 Beef cuts be marinated?
– Yes. (1)
- 5.5.4 Process applied to prepare beef roll **B**.
– Deboning. (1)
- 5.5.5 Ripen the beef roll in **B**?
– No. (1)
Give a reason for your answer.
– Ripening of whole carcass (1)
- 5.5.6 Cooking method for the beef cut in **B**.
– Oven roasting. (1)
- 5.5.7 **B** more suitable for home freezing?
– Bones damage plastic bags – have been removed (1)
- 5.5.8 Frozen meat be thawed?
– Slowly in the fridge
– Microwave (1)
- 5.6 **Type of beer that is described in the following:**
- 5.6.1 Beer is stored in vats
– Draught (1)
- 5.6.2 A dark colour
– Stout (1)
- 5.7 5.7.1 **Process of fermentation in wine making.**
– Process in which sugar is converted into alcohol and carbon dioxide.
– Process is initiated by the yeast cells that are released into the must
– The yeast cells are present on skin of the grape berry.
– Alcohol dissolves in the grape juice but more carbon dioxide is released. (3)
- 5.7.2 **Temperature does fermentation take place?**
– 15 – 18°C (1)
- 5.7.3 **Fermentation process automatically stops?**
– When all the sugar is converted into alcohol. (1)
- 5.7.4 **Still wine**
– No extra alcohol added to the natural wine – No bubbles (1)
- [35]**
- TOTAL FOR SECTION C: [70]**

SECTION D**QUESTION 6
HOTEL ORGANISATION**

- 6.1 **Responsibilities**
- 6.1.1 Cleaners (1)
 - 6.1.2 Linen keeper (1)
 - 6.1.3 House porter (1)
- 6.2 **Housekeeping department**
Housekeeping creates a clean convenient safe environment to make the guests' stay in the hotel as pleasant as possible. (2)
- 6.3 **Information communicated daily**
- Report on the condition of the rooms
 - Informing about the decoration of the rooms
 - Rooms ready for guests
 - Receive details about arrival and departure of guests
 - Special requests of guests Any (3)
- 6.4 **Duties of Reception Porter**
- Training and supervision of other porters
 - Assisting guests from and to their cars
 - Cleaning the front of the hotel Any (2)
- 6.5 6.5.1 **Counterfeit**
- If counterfeit, call manager and ask guest to accompany him/her to the manager's office.
 - Inform the guest of the falsification and ask for another form of payment.
 - If guest resists, call authorities. Any (2)
- 6.5.2 **Expired credit card**
- Arrange another form of payment
 - BUT
 - If not valid – call the bank
 - Check that the card does not appear on the "hot list/black list".
 - Inform guest that there seems to be a problem and escort him/her to the manager's office. Any (3)
- 6.6 **THREE possible defects**
- Loose towel railings
 - Broken tiles
 - Broken windows and handles
 - Blocked toilets
 - Dripping taps
 - Blocked pipes Any (3)

6.7	6.7.1	Fainted	<ul style="list-style-type: none"> – Place the patient in a cool place. – Loosen restrictive clothing. – If pale, elevate feet above head. – Not breathing, apply artificial respiration. – Call medical help. 	Any	(2)
	6.7.2	Guest in state of shock	<ul style="list-style-type: none"> – Sit guest on chair with head between knees. – Check vital signs and keep warm, – Call medical help. 	Any	(2)
6.8		Safety of guests	<ul style="list-style-type: none"> – People asking for a guest's room number must never be told. – When occupied rooms are cleaned, they must never be left unattended but locked. – Brackets for keys in reception must not be visible from the counter. – Guests must sign when receiving and handing in keys. – Room numbers must not appear on key holders. – Visitors of guests should wait in the lounge. 	Any	
6.9	6.9.1	Two cases of fair dismissal	<ul style="list-style-type: none"> – Stealing – Bad behaviour – Negligence – Vandalism – Drunkenness 	Any	(2)
	6.9.2	Two cases of unfair dismissal	<ul style="list-style-type: none"> – Participation in trade union activities – Pregnancy – Discrimination (age/sex/religion/culture) – No prior warning or notice 	Any	(2)
6.10	6.10.1	Closed days?	<ul style="list-style-type: none"> – Days on which liquor may not be sold to the public by a retailer. 		(1)
	6.10.2	Corking fee?	<ul style="list-style-type: none"> – Paid to a restaurant when guests bring their own liquor or payable for opening a bottle of wine and using the establishment's glasses. 		(1)
					(30)
				TOTAL FOR SECTION D:	[30]
				TOTAL:	200

GAUTENGSE DEPARTEMENT VAN ONDERWYS

SENIORSERTIFIKAAT-EKSAMEN

HOTELHOUDING EN SPYSENIERING SG

ANSWER SHEET / ANTWOORDBLAD

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EKSAMENNOMMER

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SECTION/AFDELING A

QUESTION/VRAAG 1.1					QUESTION/VRAAG 1.3						
1.1.1	A	B	C	B	1.3.1	G					
1.1.2	A	B	C	D	1.3.2	E					
1.1.3	A	B	C	D	1.3.3	A					
1.1.4	A	B	C	B	1.3.4	D					
1.1.5	A	B	C	D	1.3.5	C					
1.1.6	A	B	C	D	(5)						
1.1.7	A	B	C	D							
1.1.8	A	B	C	D							
1.1.9	A	B	C	B							
1.1.10	A	B	C	D	QUESTION/VRAAG 1.4						
1.1.11	A	B	C	D	A	B	D	E	G		
1.1.12	A	B	C	D	(5)						
1.1.13	A	B	C	B	QUESTION/VRAAG 1.5						
1.1.14	A	B	C	D		COLUMN/KOLOM B	COLUMN/KOLOM C				
1.1.15	A	B	C	D	1.5.1	D	e				
1.1.16	A	B	C	B	1.5.2	F	a				
1.1.17	A	B	C	D	1.5.3	A	c				
1.1.18	A	B	C	D	(6)						
1.1.19	A	B	C	D	QUESTION/VRAAG 1.6						
1.1.20	A	B	C	B	1.6.1	A	B	C	B	E	(3)
(20)					1.6.2	A	B	C	B		(2)
QUESTION/VRAAG 1.2					1.6.3	A	B	C	B		(2)
1.2.1	Barding/Bardering				1.6.4	A	B	C	D		(2)
1.2.2	Baking blind/Blindbak				(9)						
1.2.3	Clouté onion/ui										
1.2.4	Larding/Lardering										
1.2.5	Rubbing in/incorporating air Invryf/Insluiting van lug				(5)						
[50]											

AFDELING B**VRAAG 2
GASVRYHEIDSBEDRYF**

- | | | | |
|-----|--|--------------|---------------------------|
| 2.1 | Ekotoerisme | (1) | V/H P. 5 |
| 2.2 | 2.2.1 Kulturele verskeidenheid
2.2.2 Goeie restaurante met 'n verskeidenheid voedsel
2.2.3 Wildreservate
2.2.4 Natuurtonele
2.2.5 'n Eerstewêreldse omgewing, bv. moderne stede/parke | (5) | V/H P.4&5 |
| 2.3 | 'n Toerpakket
'n Toerpakket is 'n ooreenkoms wat gesluit word tussen die reisagent, die voornemende toeris en die instansies wat dienste gaan lewer, bv. hotelle, busdienste. | (3) | V/H P.6 |
| 2.4 | Dienste nie ingesluit nie
– Drankies en sigarette
– Ekstra maaltye wat nie by die pakket ingesluit is nie
– Geskenke
– Besigtigingstoere nie by pakket ingesluit nie | Enige
(2) | |
| 2.5 | 2.5.1 Gastehuisse
– Gaste woon by 'n gesin of groep mense
– Het tot 6 kamers
– Gasheer woon in die huis
– Ontbyt word verskaf
– Word bestuur of besit deur individuele persone of klein groepe
– Middag- en aandetes word op versoek verskaf | Enige
(2) | V/H P. 11
ESMA P.3 H/S |
| | 2.5.2 Bed-en-ontbyt
– Bied slegs akkommodasie en ontbyt – aandetes kan op aanvraag verskaf word
– Nabygeleë restaurante kan selfs maaltye op bestelling aflewer.
– Twee tot drie kamers in 'n huis waarin die familie ook woon, word vir gaste gebruik.
– Gaste kan saam of apart van die familie eet.
– Gaste geniet 'n hoë mate van privaatheid, huislikheid en persoonlike diens. | Enige
(2) | V/H P. 11
ESMA P.3 H/S |

2.6 Agentskap (franchise)

- 'n Persoon koop 'n agentskapsbesigheid.
- In plaas daarvan om deur die maatskappy in diens gestel te word, besit hy die besigheid en betaal 'n agentskapsfooie aan die maatskappy.
- Hy kry dan opleiding, gebruik van die agentskapsnaam, asook hul kundigheid in ruil.
- Die agentskapseienaar het die reg om sy eie personeel aan te stel en af te dank.
- Reklame en bemarking word deur die maatskappy gedoen.
- Indien die agentskapseenheid geen wins toon nie, is dit die probleem van die persoon wat die agentskap (franchise) gekoop het. Enige (3)

Kettinggroep:

ESMA P.7 H/S

- Die onderneming is 'n tak van 'n groot organisasie.
- Die bestuurder en personeel word aangestel deur hoofkantoor.
- Die eenheid word bestuur volgens instruksies vanaf sentrale bestuur.
- Alle winste gaan na hoofkantoor.
- Alle reklame, bemarking en aankope word deur hoofkantoor gedoen.
- Meubels en toerusting behoort aan die sentrale maatskappy.
- Standaard van voedsel en dienste word streng beheer deur hoofkantoor.
- Personeel word opgelei deur hoofkantoor. Enige (3)

2.7 Vier voordele van 'n agentskap (franchise)

V/H P.14&15

- Oorhoofse promosieveldtog.
- Opleiding sodat agentskap diens kan lewer/produk vervaardig
- Verskaffing van promosiemateriaal soos plakkate en brosjures
- Gestandaardiseerde winkeluitleg om by die korporatiewe identiteit van die franchise-maatskappy te pas.
- Die nodige toerusting om die franchise-agentskap te bedryf.
- Bestuursondersteuning
- Gesentraliseerde aankope deur die franchise-eienaar vergemaklik die handelaar se taak.
- Die handelaar gaan 'n beproefde produk/diens verkoop. Dus is die risiko baie kleiner/laer.
- Finansiering sal makliker bekombaar wees van finansiële instellings omdat agentskap reeds 'n gevestigde rekord het.
- Agentskap se produktiwiteit bepaal wins. Enige (4)

[25]

VRAAG 3 RESTAURANTORGANISASIE

- 3.1 3.1.1 Bordbediening (1) V/H P.30
ESMA P.4 R/O
- 3.1.2 (1) V/H P.30
ESMA P.
- | VOORDELE | NADELE |
|---|---|
| a) Porsionering van voedsel kan beheer word
b) Minder vermorsing van kos
c) Diens is vinnig
d) Die sjef kan kreatief wees
<div style="text-align: right;">(Enige 3)</div> | a) Verhoogde kombuis-tyd en -arbeid nodig
b) Voedsel kan koud word op bord
c) Aanbieding kan swak wees en moet beheer word
<div style="text-align: right;">(3)</div> |
- (6)
- 3.2 **Tipe bediening** (1) V/H P.28
ESMA P.5 R/O
- 3.2.1 Silwerbediening
- 3.2.2 Silwerbediening – verduideliking
- Verskillende geregte word in die kombuis op geskikte opdienborde opgeskep.
 - Kelners plaas skoon borde voor gaste neer.
 - Voedsel word vanaf die opdienbord aan elke gas opgeskep deur die kelner.
 - Opdiening word met 'n lepel en vurk gedoen wat in een hand vasgehou word.
 - Bedien vanaf die linkerkant.
 - Bedien aartappels eerste en dan die ander groente.
 - Bedieningslepel en vurk word met een hand hanteer terwyl die borde met die ander hand vasgehou word.
- Enge (4)
- 3.3 **Bedieningstyl** (1) ESMA P.6
Food & Bev. Serv P.14
- 3.3.1 Skinkbordbediening/kafeteriabediening/toonbankbediening
- 3.4 **Tipe spyskaart** (1) V/H P.24
ESMA P.2 R/O
- 3.4.1 Table d'hôte
- 3.4.2 Spyskaart: volgorde van bediening:
- Sop
- Vis
- Hoofgereg (4)
- Nagereg

- 3.4.3 Servet Food & Bev. Serv
P.238
- Oorhantering kan 'n servet kreukel
 - Om higiëniese redes
 - Moeilike voumetodes neem lank en is tydrawend. (2)
- 3.4.4 “Crumbing down” (Afkrummel) Food & Bev Serv.
P.298
- Die proses vind plaas nadat die hoofmaaltyd genuttig is.
 - Die kelner borsel/vee enige krummels en ander vuiligheid op die tafeldoek op 'n kleinbordjie met behulp van 'n gevoude “dienslappie”.
 - Die nagereg lepel en vurk word dan van bo af na die korrekte posisies geskuif. (3)
- 3.4.5 V/H P.43
ESMA P.2 C/S
- Glas nie in lyn met die mes nie
 - Geen asbak word benodig
 - Visvurk nie in lyn met die res nie
 - Nagereg lepel en vurk nie parallel

Enige (2)

[25]

TOTAAL VIR AFDELING B: ⁵[25]**AFDELING C****VRAAG 4
KULINÈRE STUDIES**

4.1 Onderskei tussen die twee tipes spyskaarte.

	Table d'hôte	À la Carte	
	<ul style="list-style-type: none"> * Vasgestelde getal gange * Vasgestelde prys * Geregte op bepaalde tyd gereed * Minder vermorsing * Minder personeel * Beperkte keuse van geregte 	<ul style="list-style-type: none"> * Volledige lys van geregte * Elke gereg afsonderlik geprys * Geregte neem tyd vir voorbereiding * Elke gereg op bestelling gemaak 	
	(Enige bypassende 3)	(Enige bypassende 3)	(6)

4.2 **Hors d'oeuvres bedien kan word as 'n gereg.**

- Slaai bedien aan die begin van 'n maaltyd
- Soufflé bedien aan die begin van 'n maaltyd
- Deel van 'n koue buffet

(3)

- 4.3 4.3.1 **Die bestanddele van 'n Niçoise-slaai**
 – Tamaties, groenboontjies, swart olywe, knoffel
- 4.3.2 **Niçoise-slaai garneer**
 – Anjovis en kappertjiesaad
- 4.3.2 a) **Melba-roosterbrood**
 – Dun snytjies roosterbrood in driehoekies of vingers gesny
- b) **Vol-au-vents**
 – 8 cm deursnee-skilferdeegdoppie met verskeie vulsels
- c) **Kaviaar**
 – Eiers van die steurvis (5)
- 4.4 **Lande van oorsprong**
- 4.4.1 Smörgasbord - Skandinawië
- 4.4.2 Gebraaide galjoen - Maleiers (SA)
- 4.4.3 Wiener schnitzel - Oostenryk
- 4.4.4 Baklava - Griekeland
- 4.4.5 Gestoomde vrugtepoeding - Engeland
- 4.4.6 Apfelstrudel - Oostenryk (6)
- 4.5 **Tipe deeg**
- 4.5.1 Baklava Filodeeg/Blaardeeg
- 4.5.2 Roompoffertjies Choux
- 4.5.3 Tradisionele melktert Skilferkors (3)
- 4.6 **Vleis**
- 4.6.1 **Beesvleissnit: rib-oog-skyf**
 – Primarib (1)
- 4.6.2 **Deel van die beeskarkas word die rib-oog-skyf gesny**
 – Voorkwart (1)
- 4.7 **Vleissnitte**
- 4.7.1 **Wiener Schnitzel**
 – Ontbeende kruisskyf
- 4.7.2 **Kruisskyf**
 – Ontbeende kruisskyf
- 4.7.3 **Lam-kebabs**
 – Skaapboud /Dikrib (3)

	KLASSIFIKASIE	VOORBEREIDING	
4.8.1 Broccolie	Blomgroente	Was in soutwater om insekte/grond te verwyder	
4.8.2 Spinasie	Blaargroente	Was deeglik. Sny die wit dele uit/verwyder	
	(2)	Grond.	(2) (4)

- 4.9 **Effek van koeksoda**
- Groenbone word pap.
- Vitamien C word vernietig
- Koeksoda is 'n alkaliese medium.

(3)
 [35]

VRAAG 5

- 5.1 **Souse**
- 5.1.1 **Noem die sous**
- Mayonnaise (1)
- 5.1.2 **Vorbereiding: skifting**
- Moenie die olie te vinnig byvoeg nie.
 - Maak seker dat die olie nie te koud is nie.
 - Klop die sous deeglik.
 - Maak seker dat eiergele nie oud is nie. (3)
- 5.1.3 **Skifting regstel.**
- Gooi 5 ml kookwater in 'n skoon mengbak.
 - Verdun 'n eiergeel met 3 ml water en klits baie goed.
 - Klits geskifte sous geleidelik by. (2)
- 5.1.4 **Beskryf die volgende:**
- a) **Chaud-froid**
- Sous gemaak van béchamel velouté of demi-glace waarby aspiekjellie of gelatien bygevoeg word. (1)
- b) **Velouté**
- Hoenderaftreksel met blond roux (1)
- c) **Espagnole**
- Beesaftreksel met bruin roux (1)
- 5.2 **Gelatien**
- 5.2.1 50 ml suurlemoensap
- Verhoed stolling – vermeerder gelatien. (1)
- 5.2.2 50 ml blokkies rou pynappel
- Ensiem bromelien verhoed stolling.
 - Omdat dit die proteïene hidroliseer in gelatien. (2)
- 5.3 **Stadia in die voorbereiding van gelatien voordat dit by die eiervla gevoeg word**
- Week gelatien in koue water/hidreer.
 - Smelt/dispergeer die gelatien.
 - Voeg by loutwarm vla. (3)
- 5.4 **'n Beierserroom-vorm te ontvorm.**
- Trek die jel liggies van die kante van die vorm af weg met jou vingerpunte.
 - Moenie 'n mes gebruik om die vorm los te maak nie. (3)
 - Plaas 'n warm vadoek oor die vorm om te help met die ontvorming.

- 5.5 **Vleis**
- 5.5.1 Identifiseer beesvleis-snit **A**.
– Voorrib/Primarib (1)
- 5.5.2 Deel van die karkas is beesvleis-snit **A**
– Voorkwart (1)
- 5.5.3 Kan die vleis in illustrasies **A** en **B** gemarineer word?
– Ja (1)
- 5.5.4 Proses wat toegepas is om beesvleis-rol **B** voor te berei.
– Ontbening (1)
- 5.5.5 Beesvleis-rol in **B** ryp te maak
– Nee (1)
Motiveer:
– Rypmaak van heel karkasse (1)
- 5.5.6 Gaarmaak-metode vir beesvleis-rol **B**.
– Oondbraai (1)
- 5.5.7 **B** meer geskik vir tuisbevriësing
– Bene wat plastieksakke stukkend steek, is verwyder. (1)
- 5.5.8 Gevriesde vleis ontdooi
– Stadig in die yskas
– Mikrogolfoond (1)
- 5.6 **Identifiseer die volgende tipe bier:**
- 5.6.1 Die bier word in vate opgeberg.
– Vatbier (1)
- 5.6.2 'n Swaar donker kleur bier
– Moutbier (stout) (1)
- 5.7 **5.7.1 Fermentasieproses by wynmaak.**
– Proses waardeur suiker in alkohol en koolsuurgas omgeskakel word.
– Proses geïnisieer deur die gisselle wat in die mos vrygestel word.
– Die gisselle kom voor op die skil van die druif.
– Alkohol los op in duiwesap, maar meer koolsuurgas word vrygestel. (3)
- 5.7.2 **Temperatuur vind fermentasie plaas**
– 15 – 18°C (1)
- 5.7.3 **Fermentasieproses stop**
– Wanneer al die suiker in alkohol omgesit is. (1)
- 5.7.4 **Stilwyn**
– Geen ekstra alkohol is bygevoeg by die natuurlike wyn nie – dus geen borrels nie. (1)

[35]

TOTAAL VIR AFDELING C: [70]

AFDELING D**VRAAG 6
HOTELORGANISASIE**

- 6.1 **Verantwoordelikhede**
- 6.1.1 Skoonmakers (1)
 - 6.1.2 Linnehouer (1)
 - 6.1.3 Huisportier (1)
- 6.2 **Huishouingdepartement**
Huishouing skep 'n skoon, gemaklike, veilige omgewing om verblyf in die hotel so aangenaam as moontlik vir die gaste te maak. (2)
- 6.3 **Inligting wat daagliks gekommunikeer word.**
- Verslag oor die toestand van die kamers
 - Inligting verskaf oor die versiering van die kamers
 - Kamers beskikbaar vir aankoms en vertrek van gaste
 - Kamers gereed vir gaste
 - Spesiale versoeke van gaste Enige (3)
- 6.4 **Pligte van Ontvangsportier**
- Opleiding en toesighouing oor ander portiere
 - Bystand aan gaste van en na hulle motors
 - Skoonmaak van die voorkant van die hotel Enige (2)
- 6.5 **6.5.1 Vervalste note**
- Indien vervals, roep bestuurder en vra gas om hom/haar te vergesel na die bestuurder se kantoor.
 - Lig gas in van die vervalsing en vra vir 'n ander vorm van betaling.
 - Indien gas weier, roep bestuurder/toesighouer. Enige (2)
- 6.5.2 Vervalde kredietkaart**
- Kontroleer datums van kaart
 - Reël 'n ander betalingsmetode
 - MAAR
 - Indien nie geldig nie, bel die bank
 - Kontroleer dat die kaart nie op die warmkaart-/swartlys voorkom nie.
 - Lig gas in dat daar skynbaar 'n probleem is en begelei hom/haar na die bestuurder se kantoor. Enige (3)
- 6.6 **DRIE moontlike defekte**
- Los handdoekrelings
 - Gebreekte teëls
 - Gebreekte vensters en handvatsels
 - Verstopte toilette
 - Druppende krane
 - Verstopte pype Enige (3)

6.7	6.7.1	Floute	<ul style="list-style-type: none"> – Plaas pasiënt in 'n koel plek. – Maak klere los. – Indien bleek, lig voete bo kop. – Geen asemhaling nie, pas kunsmatige asemhaling toe. – Ontbied mediese hulp. 	Enige	(2)
	6.7.2	'n Gas in 'n toestand van skok	<ul style="list-style-type: none"> – Laat gas op 'n stoel sit met kop tussen knieë. – Kontroleer lewensfunksies en hou warm. – Ontbied mediese hulp. 	Enige	(2)
6.8		Veiligheid van gaste	<ul style="list-style-type: none"> – Die kamernommer van gaste mag nie verstrek word nie. – Wanneer besette kamers skoongemaak word, moet dit nooit onbewaak wees nie maar gesluit word. – Sleutelhouers moet in ontvangs wees, maar nie sigbaar wees vanaf die toonbank nie. – Gaste moet teken by ontvangs en inhandiging van sleutels. – Kamernommers moet nie op sleutelhouers verskyn nie. – Besoekers van gaste moet in die sitkamer wag. 	Enige	(2)
6.9	6.9.1	Twee gevalle van billike ontslag	<ul style="list-style-type: none"> – Steel/Diefstal – Swak gedrag – Nalatigheid – Vandalisme – Besopenheid/dronkenskap 	Enige	(2)
	6.9.2	Twee gevalle van onbillike ontslag	<ul style="list-style-type: none"> – Deelname in vakbondaktiwiteite – Swangerskap – Diskriminasie (ouderdom, geslag, geloof en kultuur) – Geen vorige waarskuwing of kennisgewing nie 	Enige	(2)
6.10	6.10.1	Geslote dae	<ul style="list-style-type: none"> – Drank mag nie verkoop word deur 'n kleinhandelaar aan die publiek nie. 		(1)
	6.10.2	Kurkfooi	<ul style="list-style-type: none"> – Betaalbaar aan 'n restaurant wanneer gaste hulle eie drank bring of betaalbaar vir die oopmaak van 'n wynbottel en gebruik van glase van die instelling. 		(1)
				TOTAAL VIR AFDELING D:	[30]
				TOTAAL:	200