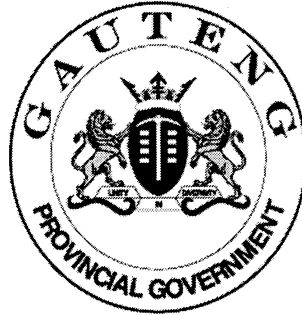


SENIOR CERTIFICATE EXAMINATION
SENIORSERTIFIKAAT-EKSAMEN



FEBRUARY / MARCH
FEBRUARIE / MAART

2005

HOTELKEEPING AND CATERING

***HOTELHOUDING
EN SPYSENIERING***



723-2/0

HOTELKEEPING AND CATERING SG

22 pages
22 bladsye



X05

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GAUTENGSE DEPARTEMENT VAN ONDERWYS

SENIORSERTIFIKAAT-EKSAMEN

HOTELHOUDING EN SPYSENIERING SG

TYD: 3 uur

PUNTE: 200

INSTRUKSIES:

- Die eksamenvraestel bestaan uit VIER afdelings.
 - AL die afdelings is VERPLIGTEND.
 - Lees die instruksies by elke vraag deeglik deur.
 - Maak die antwoordblad aan die einde van die eksamenvraestel los en beantwoord **Afdeling A** daarop.
 - Beantwoord al die ander vrae in die antwoordboek.
-
-

GAUTENG DEPARTMENT OF EDUCATION
SENIOR CERTIFICATE EXAMINATION

HOTELKEEPING AND CATERING SG

TIME: 3 hours

MARKS: 200

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

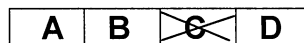
1.1 Meervoudige keusevrae

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

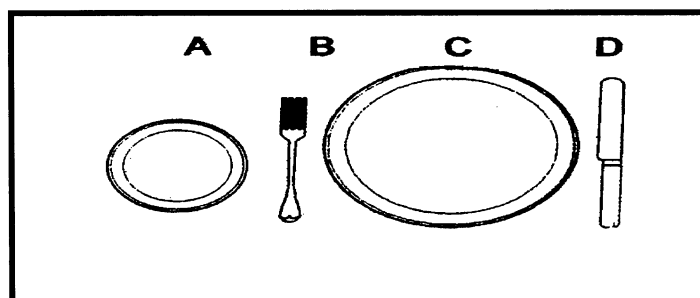
VOORBEELD:

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



- 1.1.1 _____ is die posisie waar die wynglas op die tafel geplaas moet word in die onderstaande gedekte plek.



(1)

- 1.1.2 Die bedieningstyl wat in 'n kafeteria verwag word:

- A. Silwerbediening
- B. Bordbediening
- C. Skinkbordbediening
- D. Guéridon-bediening

(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 cross (X) over the corresponding letter on the answer sheet provided.

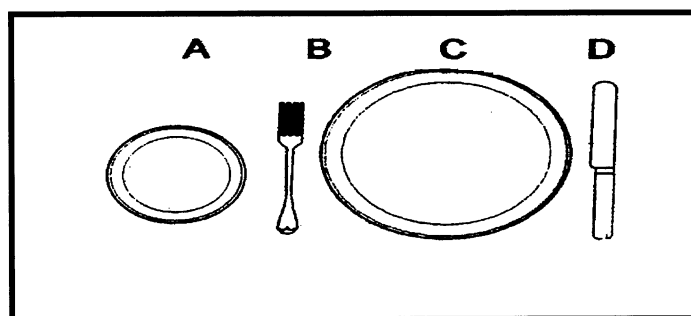
EXAMPLE:

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	C	D
---	---	--------------	---

1.1.1 _____ is the position where the wine glass should be placed in the setting below:



(1)

1.1.2 The style of service expected in a cafeteria:

- A. Silver service
- B. Plate service
- C. Tray service
- D. Guéridon service

(1)

1.1.3 'n Wynbottel word deur die wynkelner oopgemaak _____.

- A. waar die gasheer dit kan sien
- B. langs die gasheer se regterelmoog
- C. by die kroeg
- D. Nie een van die bogenoemde nie.



(1)

1.1.4 Die tannien in wyn is afkomstig van die druive-_____.

- A. sap
- B. vlees
- C. doppe
- D. pitte

(1)

1.1.5 'n Soort bier waar gis bo-op fermenteer:

- A. Lager
- B. Ale
- C. Swartbier (stout)
- D. Vatbier ("draught")

(1)

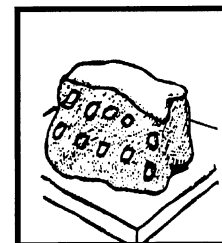
1.1.6 _____ is 'n voorbeeld van ekstra droë vonkelwyn.

- A. Sec
- B. Demi-sec
- C. Brut
- D. Doux

(1)

1.1.7 _____ word gebruik om vleis in die skets hiernaas sag te maak.

- A. Larding
- B. Bedruiping
- C. Bardering
- D. Marinering



(1)

1.1.8 _____ is 'n voorbeeld van 'n vleissnit met 'n oormaat tussenspiersvet.

- A. Lende
- B. Kruisskyf
- C. Skof
- D. Skenkel

(1)

1.1.3 A wine bottle is opened by the sommelier _____ .

- A. in the presence of the host
- B. next to the host's right elbow
- C. in the bar
- D. None of the above.



(1)

1.1.4 The tannin found in wine comes from the grape _____ .

- A. juice
- B. flesh
- C. skin
- D. pips

(1)

1.1.5 A type of beer where yeast ferments at the top:

- A. Lager
- B. Ale
- C. Stout
- D. Draught

(1)

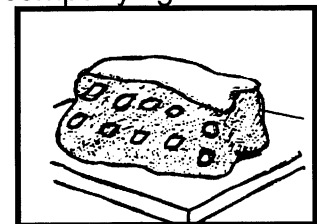
1.1.6 _____ is an example of extra dry sparkling wine.

- A. Sec
- B. Demi sec
- C. Brut
- D. Doux

(1)

1.1.7 _____ is used to tenderise meat in the accompanying sketch.

- A. Larding
- B. Basting
- C. Barding
- D. Marinating



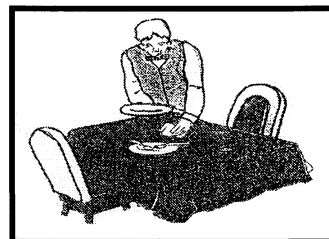
(1)

1.1.8 _____ is an example of a cut of meat with an abundance of intermuscular fat.

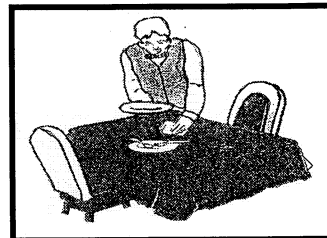
- A. Aitchbone
- B. Rump
- C. Hump
- D. Shin

(1)

- 1.1.9 Om die verlies van _____ te voorkom, moet vleis nie gesout word voordat dit gaargemaak word nie.
- A. sitoplasma
 - B. plasma
 - C. hemoglobien
 - D. sarkoplasma
- (1)
- 1.1.10 _____ bestaan uit lae vleis, pasta en béchamel:
- A. Canneloni
 - B. Lasagne
 - C. Baklava
 - D. Moussaka
- (1)
- 1.1.11 Watter een van die volgende is NIE 'n tradisionele Engelse gereg NIE?
- A. Roompoffertjies
 - B. Koekstruif
 - C. Gestoomde poeding
 - D. Biefstuk-en-niertjiepastei
- (1)
- 1.1.12 Sushi is 'n tradisionele _____ dis.
- A. Taiwanese
 - B. Sjinese
 - C. Japannese
 - D. Mongolese
- (1)
- 1.1.13 Pommes pailles is _____ .
- A. kapokaartappels wat soos 'n peer gevorm is
 - B. gemengde pangebreaide uieringe en vlakgebreaide aartappelskywe
 - C. aartappelballetjies wat in vet of olie gebraai is
 - D. aartappels wat in juliennerepies gesny is
- (1)
- 1.1.14 Watter een van die volgende word NIE as 'n wortelgroente geklassifiseer NIE?
- A. Prei
 - B. Raap
 - C. Wortel
 - D. Radys
- (1)
- 1.1.15 Wie is verantwoordelik vir die funksie soos hieronder geïllustreer?
- A. Wynkelner
 - B. Kelner
 - C. Stasiekelner
 - D. Hoofkelner
- (1)



- 1.1.9 To prevent the loss of _____ do not salt meat before cooking.
- A. cytoplasm
 - B. plasm
 - C. haemoglobin
 - D. sarcoplasm
- (1)
- 1.1.10 _____ consists of layers of meat, pasta and béchamel.
- A. Canneloni
 - B. Lasagne
 - C. Baklava
 - D. Moussaka
- (1)
- 1.1.11 Which one of the following is NOT a traditional English dish?
- A. Cream puffs
 - B. Trifle
 - C. Steamed pudding
 - D. Steak and kidney pie
- (1)
- 1.1.12 Sushi is a traditional _____ dish.
- A. Taiwanese
 - B. Chinese
 - C. Japanese
 - D. Mongolian
- (1)
- 1.1.13 Pommes pailles are _____ .
- A. mashed potatoes that are pear shaped
 - B. mixed sautéed onion rings and shallow fried potato slices
 - C. potato balls fried in fat or oil
 - D. potatoes cut in julienne strips
- (1)
- 1.1.14 Which one of the following is NOT classified as a root vegetable?
- A. Leek
 - B. Turnip
 - C. Carrot
 - D. Radish
- (1)
- 1.1.15 Who is responsible for the function illustrated in the sketch below?
- A. Wine steward
 - B. Waiter
 - C. Station waiter
 - D. Head waiter



(1)

- 1.1.16 _____ is verantwoordelik vir die gladde verloop en organisasie van alle funksies in 'n groot hotel.
- A. Voedsel- en drankbestuurder
 - B. Algemene bestuurder
 - C. Banketbestuurder
 - D. Banketkoördineerder
- (1)
- 1.1.17 Die _____ is verantwoordelik vir die kontrolering van alle transaksies wat gedurende die dag uitgevoer is.
- A. nagouditeur
 - B. ontvangsdame
 - C. kassier
 - D. voorkantoorbestuurder
- (1)
- 1.1.18 Wanneer reisigerstjeks as betaalmiddel ontvang word, hoef die ontvangspersoneel NIE _____ .
- A. die gas se identifikasiedokument te kontroleer nie
 - B. die gas se bankbalans na te gaan nie
 - C. die handtekening met die een op die paspoort te vergelyk nie
 - D. die datum en die inligting van die persoon wat betaal, te neem nie
- (1)
- 1.1.19 Vloeistowwe wat by drankbottels gegooi word, word beskou as _____.
- A. bedrog
 - B. ontduiking
 - C. verdunning
 - D. Nie een van bogenoemde nie.
- (1)
- 1.1.20 'n _____-fooi word aan 'n restaurant betaal vir die oopmaak van die gas se eie bottel wyn en die gebruik van die restaurant se glase.
- A. diens
 - B. heffings
 - C. kurk
 - D. toelae
- (1)
- (20)**
- 1.2 Gee die korrekte terme vir die volgende beskrywings. Skryf slegs die korrekte antwoord langs elke vraagnommer op jou antwoordblad neer.
- 1.2.1 'n Demi-glase waarby gelatien of aspiek gevoeg is
- 1.2.2 'n Ui waarin naeltjies gestee is, wat gebruik word om melk te geur vir 'n broodsous
- 1.2.3 Gelyke hoeveelhede meel en smeer wat saam geknie word om sop en sous te verdik
- 1.2.4 Gelyke hoeveelhede espagnole en bruin vleisaftreksel gereduseer tot die helfte van die volume
- 1.2.5 'n Béchamelsous met gerasperde kaas en eiergeel
- (5)

- 1.1.16 _____ is responsible for the smooth running and organisation of all functions in a large hotel.
- A. Food and Beverage Manager
 - B. General Manager
 - C. Banqueting Manager
 - D. Banqueting Coordinator
- (1)
- 1.1.17 The _____ is responsible for controlling all transactions performed during the day.
- A. night auditor
 - B. receptionist
 - C. cashier
 - D. front office manager
- (1)
- 1.1.18 When receiving traveller's cheques, the receptionist does NOT have to check _____ .
- A. the guest's identification document
 - B. the guest's bank balance
 - C. the signature against the passport
 - D. the date and information of the person paying
- (1)
- 1.1.19 Liquids added to the liquor bottle is considered _____ .
- A. fraud
 - B. evasion
 - C. adulteration
 - D. None of the above.
- (1)
- 1.1.20 A _____ fee is payable to a restaurant for the opening of the guest's own wine bottle and the use of the restaurant's glasses.
- A. service
 - B. levy
 - C. corking
 - D. gratuity
- (1)
- 1.2 Provide the correct terms for the following descriptions. Write only the correct answer next to each question number on your answer sheet.
- (20)
- 1.2.1 A demi-glace with gelatine or aspic added
- 1.2.2 An onion studded with cloves used to infuse flavour into milk for bread sauce
- 1.2.3 Equal quantities of flour and shortening kneaded together and used as thickening agent for soups and sauces
- 1.2.4 Equal quantities of sauce espagnole and brown stock reduced to half their volume
- 1.2.5 A béchamel sauce with grated cheese and egg yolk
- (5)

- 1.3 Pas die **aartappelgerieg** in **Kolom B** by die **beskrywing** in **Kolom A**. Skryf slegs die korrekte letter langs die betrokke vraagnommer op jou antwoordblad neer.

KOLOM A BESKRYWING	KOLOM B AARTAPPELGEREGTE
1.3.1 Aartappels word in juliennerepies gesny en in diepvat gebrui	A. Pommes Noisette
1.3.2 Kapokaartappel waarby eiergeel en botter gevoeg word en in vorms gespuit word	B. Pommes Duchesse
1.3.3 Aartappelballetjies wat in olie/vet gebrui en verder in die oond gaargemaak word	C. Pommes Brioche
1.3.4 Kapokaartappel gemeng met choux-deeg, en in silindervorms gevorm en in diepvat gebrui	D. Pommes Pailles
1.3.5 Kapokaartappels gemeng met eiergeel en botter, gevorm in silindervorms en met meel, eier en krummels bedek en in diepvat gebrui	E. Pommes Croquette
	F. Pommes Dauphine
	G. Pommes Marquise

(5)

- 1.4 Identifiseer DRIE korrekte antwoorde in elk van die volgende. Omkring die korrekte letters langs elke vraagnommer op jou antwoordblad.

1.4.1 Dae waarop drank nie deur 'n kleinhandelaar verkoop mag word nie:

- A. Sondag
- B. Vryheidsdag
- C. Stemdag
- D. Jeugdag
- E. Kersdag

(3)

1.4.2 Redes vir die ontslag van 'n werknemer sonder vooraf kennisgewing:

- A. Swangerskap
- B. Dronkenskap
- C. Diefstal
- D. Gediagnoseer as MIV-positief
- E. Vandalisme

(3)

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

1.4.3 Vruchte-ensieme wat die proteïene in gelatien afbreek:

- A. Protease
- B. Bromelien
- C. Fisien
- D. Amilase

(2)

1.4.4 Stadiums betrokke by die gebruik van gelatien:

- A. Hidrering
- B. Stabilisering
- C. Dispersie
- D. Emulsifisering

(2)

b.o.

- 1.3 Match the **potato dish** in **Column B** with the **description** in **Column A**. Write only the correct letter next to the relevant question number on your answer sheet.

COLUMN A DESCRIPTION	COLUMN B POTATO DISHES
1.3.1 Potatoes cut into julienne strips and fried in deep oil	A. Pommes Noisette
1.3.2 Mashed potato with egg yolk and butter, piped into shapes	B. Pommes Duchesse
1.3.3 Potato balls fried in oil or fat and cooked in the oven to complete the cooking process	C. Pommes Brioche
1.3.4 Mashed potatoes mixed with choux pastry shaped into cylindrical shapes and deep fried	D. Pommes Pailles
1.3.5 Mashed potatoes mixed with egg yolk and butter, formed into cylindrical shapes covered with flour, egg and crumbs and deep fried	E. Pommes Croquette
	F. Pommes Dauphine
	G. Pommes Marquise

(5)

- 1.4 Identify THREE correct answers in each of the following. Circle the correct letters next to each question number on your answer sheet.

1.4.1 Days on which liquor may not be sold by a retailer:

- A. Sunday
- B. Freedom Day
- C. Election Day
- D. Youth Day
- E. Christmas Day

(3)

1.4.2 Reasons for the dismissal of an employee without prior notice:

- A. Pregnancy
- B. Drunkenness
- C. Stealing
- D. Diagnosed HIV positive
- E. Vandalism

(3)

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

1.4.3 Fruit enzymes that break down the protein in gelatine:

- A. Protease
- B. Bromelin
- C. Ficin
- D. Amylase

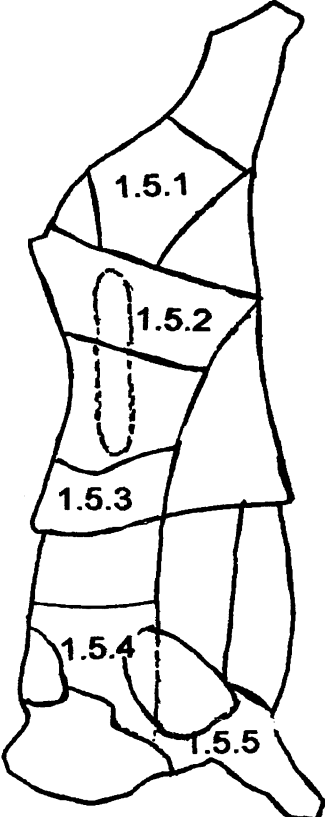
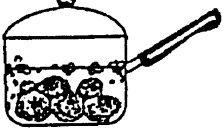

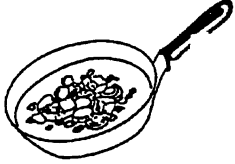
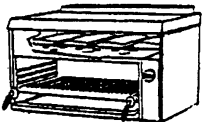
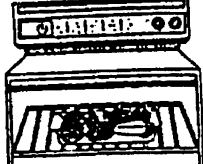
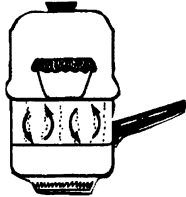
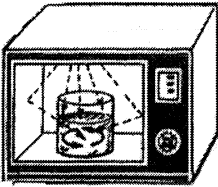
(2)

1.4.4 Stages involved with using gelatine:

- A. Hydration
- B. Stabilisation
- C. Dispersion
- D. Emulsification

(2)

1.5 Pas die **nommer** van die vleissnit in **Kolom A** by die **naam** in **Kolom B** en die **geskikte gaarmaakmetode** in **Kolom C**. Skryf slegs die regte letters langs die toepaslike vraagnommers op jou antwoordblad neer.

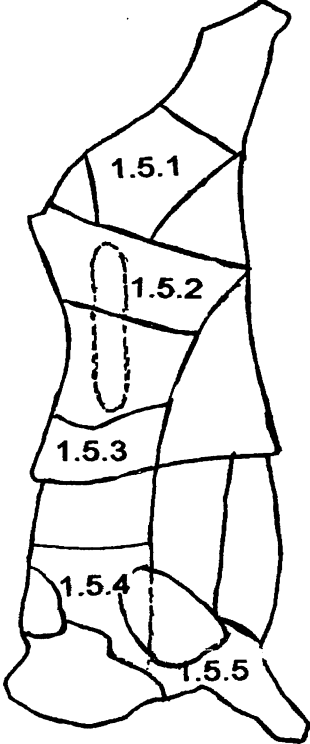
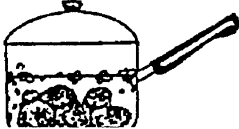
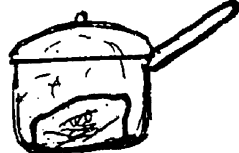
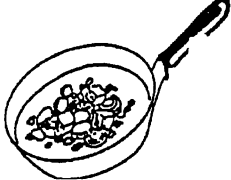
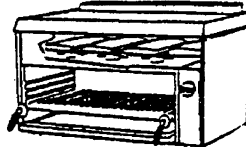
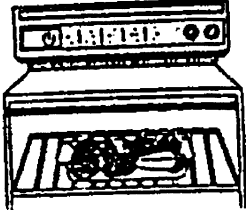
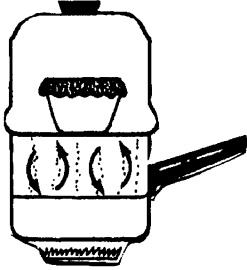
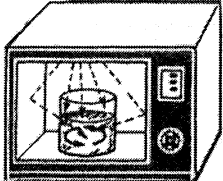
KOLOM A VLEISSNIT	KOLOM B NAAM VAN VLEISSNIT	KOLOM C GAARMAAKMETODE
	<p>A. Kruisskyf</p> <p>B. Voorrib (Wing rib)</p> <p>C. Skenkel</p> <p>D. Dy (Silverside)</p> <p>E. Dikrib</p> <p>F. Borsstuk</p> <p>G. Nek</p>	<p>a) </p> <p>b) </p> <p>c) </p> <p>d) </p> <p>e) </p> <p>f) </p> <p>g) </p>

(10)

TOTAAL VIR AFDELING A: [50]

b.o.

1.5 Match the number of meat cuts in Column A with the name in Column B and a method of cooking in Column C. Write only the correct letter next to the relevant question number on your answer sheet.

NUMBER / CUT OF MEAT	COLUMN B NAME – MEAT CUT	COLUMN C METHOD OF COOKING
	<p>A. Rump B. Wing Rib C. Shin D. Silverside E. Chuck F. Brisket G. Neck</p>	<p>a) </p> <p>b) </p> <p>c) </p> <p>d) </p> <p>e) </p> <p>f) </p> <p>g) </p>

(10)

TOTAL FOR SECTION A: [50]

AFDELING B

**VRAAG 2
GASVRYHEIDSBEDRYF**

- 2.1 Lees die volgende uittreksel uit 'n artikel wat in *People Magazine* (2 Mei 2003) verskyn het, en beantwoord die vrae wat volg:

So, jy wil 'n sjef word.

Ek het altyd 'n passie vir kos gehad, sê Rudi. As tiener, het ek altyd my ma in die kombuis gehelp.

By Wits se Hotelskool het ek alles geleer oor spyseniering en hotelbestuur. Terwyl ek studeer het, het ek deelyds as 'n sjef by die Turffontein-renbaan onder Trevor Basson gewerk. Ek het myself in die beroep opgewerk.

Toe het ek besluit om na die korporatiewe wêreld te beweeg, en het stylvolle middagetes vir die werknemers van Alexander Forbes, 'n beleggingsmaatskappy, voorberei. Dit was baie anders as wat ek in die hotelbedryf ondervind het, sê Rudi.

- 2.1.1 Rudi het stylvolle middagetes vir die werknemers van Alexander Forbes voorberei. Identifiseer die tipe spyseniering wat gebruik word. (1)

- 2.1.2 Noem die kenmerke van die tipe spyseniering geïdentifiseer in Vraag 2.1.1. (6)

- 2.2 Onderskei tussen klubspyseniërs en welsynspyseniërs. Teken die tabel in jou antwoordboek oor en voltooi dit.

KLUBSPYSENIERS	WELSYNSPYSENIERS
(2)	(3)

 (5)

- 2.3 Wat is 'n **reispakket**? (4)

- 2.4 Noem VIER voorbeelde van dienste wat in 'n reispakket ingesluit behoort te word. (4)

- 2.5 Bespreek die voordele wat toerisme vir Suid-Afrika inhou. (5)

[25]

SECTION B**QUESTION 2
HOSPITALITY INDUSTRY**

- 2.1 Read the excerpts from an article that appeared in *People Magazine* (2 May 2003) and answer the questions that follow.

So you want to become a chef.

I've always had a passion for food, says Rudi. As a teenager, I always helped my mom in the kitchen.

At the Wits Hotel School I learnt all about catering and hotel management.

While I was studying, I worked part-time as a chef in the Turffontein Race course under Trevor Basson. I moved my way up.

Then I decided to move into the corporate world, preparing stylish lunches for the people of Alexander Forbes, an investment solutions company. This was very different to what I experienced in the hotel world, says Rudi.

- 2.1.1 Rudi prepared lunches for the employees of Alexander Forbes. Identify the type of catering used. (1)
- 2.1.2 List the characteristics of the type of catering identified in Question 2.1.1. (6)
- 2.2 Distinguish between club caterers and welfare caterers. Redraw the table in your answer book and complete it.

CLUB CATERERS	WELFARE CATERERS
(2)	(3)

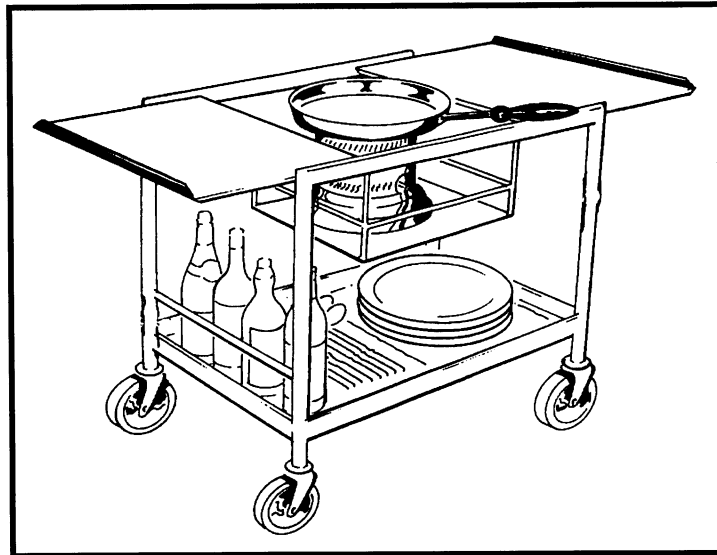
 (5)

- 2.3 What is a **travel package**? (4)
- 2.4 Name FOUR examples of services that should be included in a package deal. (4)
- 2.5 Discuss the advantages of tourism for South Africa. (5)

[25]

AFDELING B**VRAAG 3
RESTAURANTORGANISASIE**

3.1 Bestudeer die skets hieronder en beantwoord die vrae wat volg:



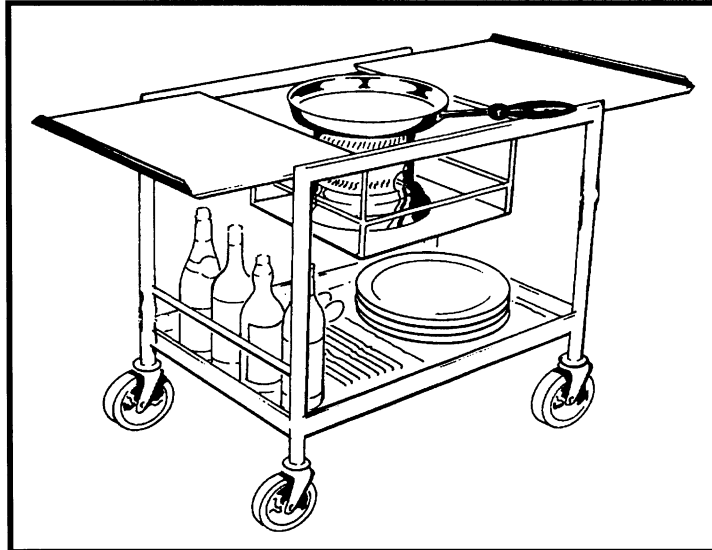
- 3.1.1 Identifiseer die tipe bediening waarvoor die trollie hierbo gebruik word. (1)
- 3.1.2 Sê waar moet hierdie trollie geplaas word as dit in die restaurant gebruik word. (1)
- 3.1.3 Noem TWEE voordele en TWEE nadele van bogenoemde tipe bediening. Teken die onderstaande tabel in jou antwoordboek oor en voltooi dit.

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

- 3.1.4 Noem TWEE veiligheidsmaatreëls wat in ag geneem moet word wanneer die trollie gebruik word. (2)
- 3.1.5 Die volgende bestanddele word gebruik om geregte op die trollie voor te berei. Identifiseer die geregte.
- a) "Minute steaks"; gekapte salotte; worcestershoresous; brandewyn; dikroom (1)
- b) Pannekoek met lemoensous (1)
- 3.1.6 Watter tegniek word gebruik om die geregte in Vraag 3.1.5 (a) voor te berei? (1)
- 3.1.7 Noem die tipe spyskaart wat geskik is vir bogenoemde bedieningstyl. (1)

QUESTION 3
RESTAURANT ORGANISATION

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



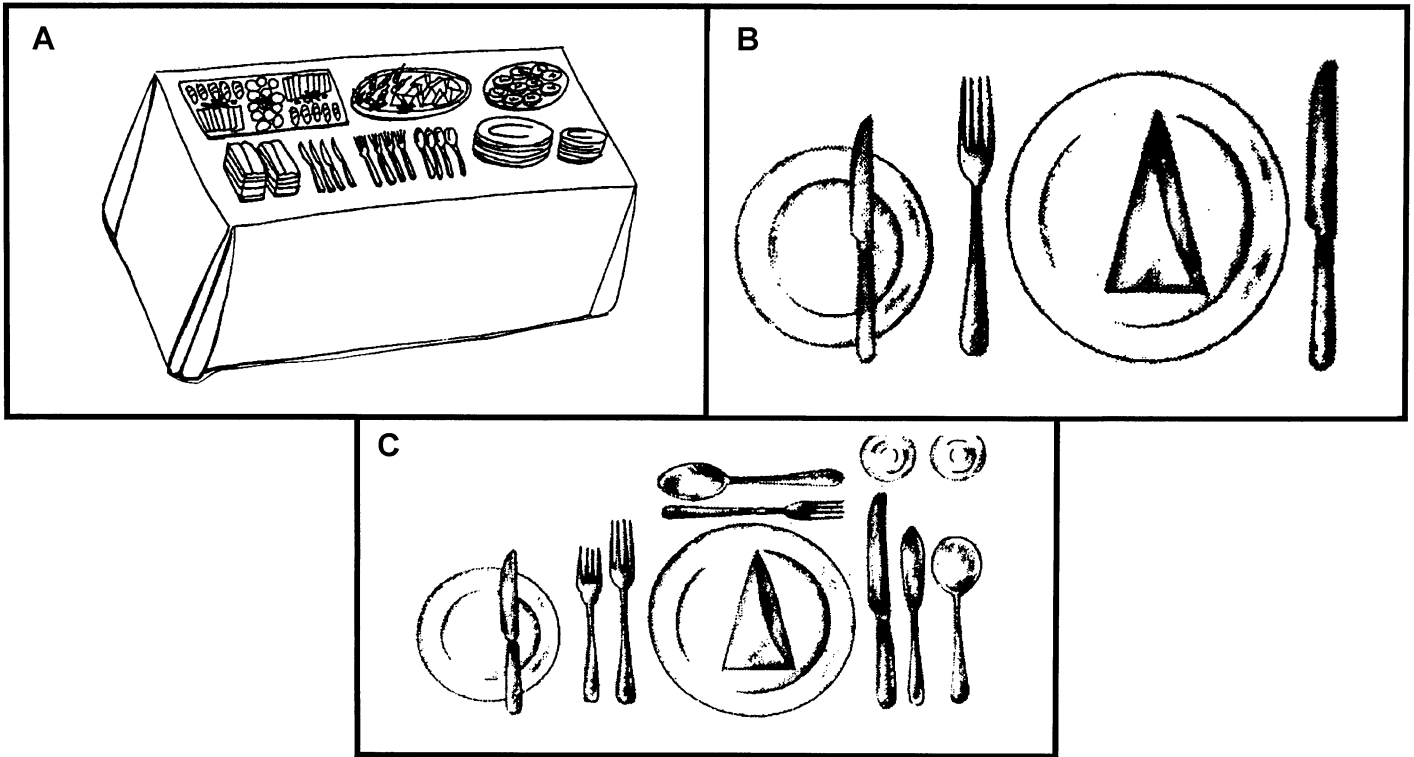
- 3.1.1 Identify the type of service for which the above trolley is used. (1)
- 3.1.2 State where the trolley should be placed when using it in the restaurant. (1)
- 3.1.3 Name TWO advantages and TWO disadvantages of the above type of service. Redraw the table below and complete it.

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

- 3.1.4 Name TWO safety precautions to take into consideration when using the trolley. (2)
- 3.1.5 The following ingredients are used to prepare dishes on the trolley. Identify the dishes. (4)
- a) Minute steaks; chopped shallots; worcestershire sauce; brandy; double cream (1)
- b) Pancakes in orange sauce (1)
- 3.1.6 What technique is used to prepare the dishes in Question 3.1.5 (a)? (1)
- 3.1.7 Name the type of menu suitable for the above serving style. (1)

3.2 Bestudeer die sketse (A – C) en spyskaart (a), (b) en (c) en beantwoord die vrae wat volg.

3.2.1 Identifiseer die tafeldekmodes. (3)

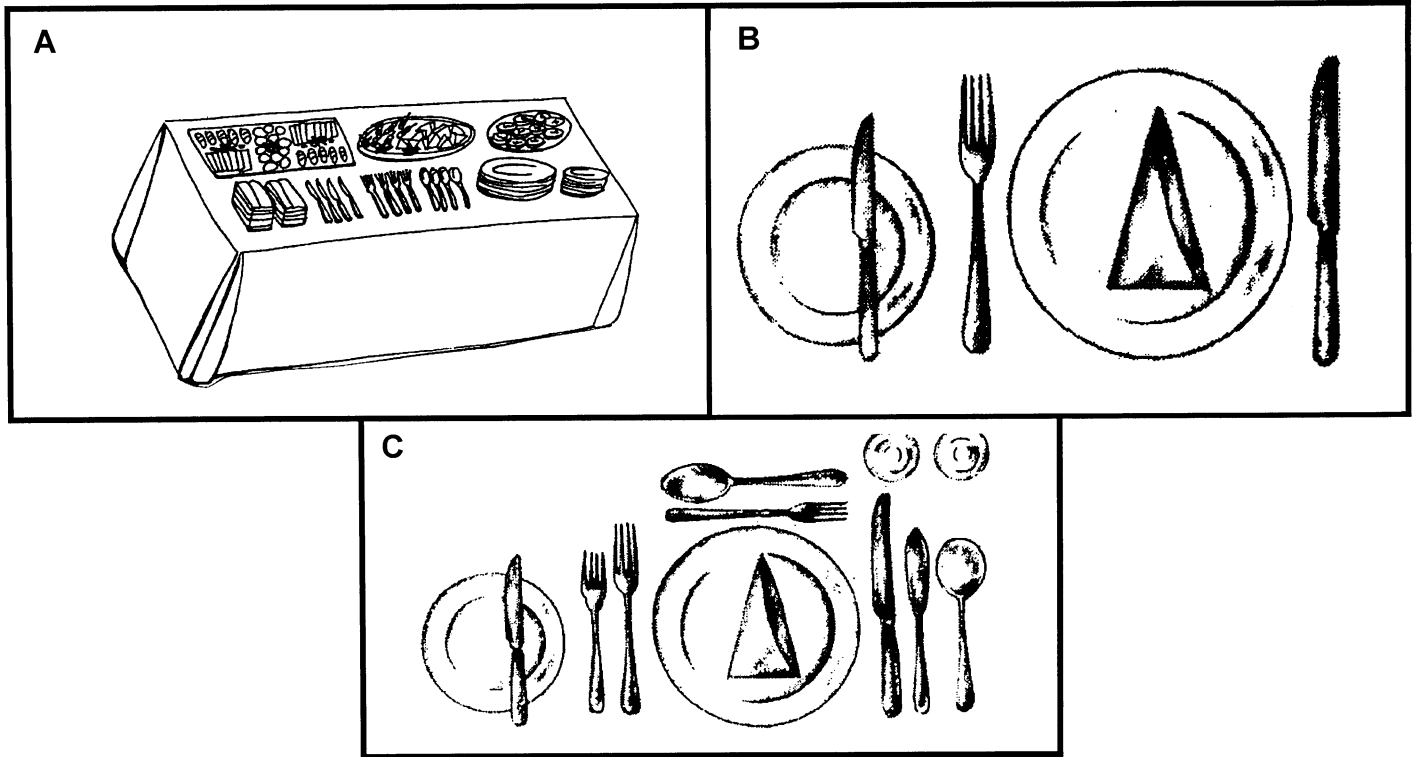


3.2.2 Identifiseer die spyskaart vir elke tafeldekmode soos genoem in Vraag 3.2.1. (3)

3.2 Study the sketches (A – C) and menus (a), (b) and (c), then answer the questions that follow.

3.2.1 Identify the methods of table settings.

(3)



3.2.2 Identify the menu for each of the table settings mentioned in Question 3.2.1.

(3)

a)	VOORGEREGETE	
Gekrummelde sampioene "Vintage" Brosgebraai tot goudbruin met 'n tartaarse sous		R11,28
Slakke op die Boergondiese metode 'n Halfdosyn wingerdslakke, in knoffel- en kruiebotter		R12,43
Garnaalkelkie Bedien met groenterepies jullienne en 'n geurige "Thousand Island"-sous		R13,59
Gerookte Forelfilet Bedien met rogbrood en geroomde peperwortel		R14,80
Waldorf Bedien met 'n seldery, okkerneut, appel en mayonnaise-slaai		R15,95
	SOP	
Franse uiesop Met knoffel-croutons		R6,22
Vars preieroomsop Met gerookte hoender		R6,82
Sop van die dag Elke dag 'n ander sop		R6,22
	SLAAIE VANAF DIE BUFFET	Bakkie R8,80
Kies self uit 'n groot verskeidenheid van vars voorbereide vrugte en groente		Bord R13,31

b)	<u>SPYSKAART</u>
	-oo0oo-
	Bord vrugte in seisoen
	Seisoen Vrugtebord
	bedien met jogurt
	o0o
	Hoenderborsies met rys
	o0o
	Aartappels met Gemengde groente
	o0o
	Aarbei en Vanielje Beierse room
	o0o
	Koffie en Friandises
	o0o

(a)	STARTERS	
	Crumbed Mushrooms "Vintage" Fried golden brown, with sauce tartar	R11,28
	Snails Burgundy Style Half a dozen vineyard snails, in garlic and herb butter	R12,43
	Shrimp Cocktail Served with raw vegetables julienne and a spicy Thousand Island sauce	R13,59
	Smoked Trout Fillet Served with rye bread and creamed horseradish	R14,80
	Waldorf Served with a celery, walnut, apple and mayonnaise salad	R15,95
	SOUPS	
	French Onion Soup With garlic croutons	R6,22
	Cream of fresh Leek Soup With smoked chicken	R6,82
	Soup of the Day A different fresh soup every day	R6,22
	SALADS FROM THE BUFFET	Bowl/ R8,80
	Select your own from a variety of freshly prepared fruits and vegetables	Platter/ R13,31

(b)	<u>MENU</u>
	-oo0oo-
	Seasonal Fruit Platter served with Yoghurt o0o
	Chicken Breast with Rice o0o
	Potatoes and Mixed Vegetables o0o
	Strawberry and Vanilla Bavarian Cream o0o
	Coffee and Friandises o0o

c)

HORS D'OEUVRES

ARTISJOKHARTE – KOUE ASPERSIES – PALMHARTE
KOUE AVOKADO – VERSKEIDENHEID SAGTEVRUGTE

VIS

GEROOKTE FOREL – GEROOKTE SALM – PEPERMAKRIEL – SEEKOSKELKIE
HARING BISMARCK – GEPEKELDE VIS OP DIE MALEISE MANIER – VISMOUSSE MET
KAVIAAR – BABA KREEF – KAAPSE SALM – VERSKEIDENHEID SEEKOS IN ASPIEK
VISPATEE – GARNAALKELKIE

KOUE VLEIS

GEROOKTE BIEF – SALAMI – GEPERSDE HAM – GEROOSTERDE BIEFLENDE –
BEESTONG – GEBRAAIDE VARKBOUD – PARMA-HAM – GEBRAAIDE SKAAPBOUD –
GEBRAAIDE HOENDER – PATEEBORD

SLAAIE

'n KEUSE VAN TIEN VARS SLAAIE

SOUSE

VINAIGRETTE – MAYONNAISE – TARTARKELKIE – PEPERWORTEL – REMOULADE

WARM DISSE – BRAAIGEREGTE

'N KEUSE VAN TWEE VAN DIE VOLGENDE GEBRAAIDE VLEIS:
GEROOSTERDE BEESLENDE – GEROOSTERDE LAM – GEROOSTERDE VARK –
GEGLASUURDE HEUNINGVARKBOUD
GROENTE IN SEISOEN
GEBAKTE AARTAPPEL

WARM DISSE – KASSEROLLE

'N KEUSE VAN DIE VOLGENDE TWEE KASSEROLLE:
HOENDERKERRIE – LAMSKERRIE – VIS AU GRATIN – HOENDER COQ AU VIN
BIEF BOURGUIGNONNE OF BIEFSTROGANOFF, ALLES BEDIEN MET RYS
LAMNAVARIN

NAGEREGTE

VARS VRUGTESLAAI – MERINGUES CHANTILLY – GATEAU ST.HONORE
CRÈME CARAMEL – SJOKOLADE ÉCLAIRS – SJERRIE-KOEKSTRUIF
SWARTWOUDKOEK – APPELTERT – KAASKOEK – VERSKEIDENHEID COMPOTES
SJOKOLADEMOUSSE – VARS AARBEIE (IN SEISOEN)
VARS VRUGTE UIT DIE MANDJIE

VERSKEIDENHEID PLAASLIKE KAAS EN BESKUITJIES
VERSKEIDENHEID BROODSOORTE IN MANDJIE

KOFFIE

3.3 Noem DRIE redes waarom spyskaarte 'n belangrike rol in die spysenierysbedryf speel.

(3)

(c)

HORS D'OEUVRES

ARTICHOKE HEARTS – COLD ASPARAGUS – PALM HEARTS
COLD AVOCADOS – ASSORTED MELONS

FISH

SMOKED TROUT – SMOKED SALMON – PEPPERED MACKEREL – SEAFOOD COCKTAIL
BISMARCK HERRING – PICKLED FISH MALAY STYLE – FISH MOUSSE WITH CAVIAR
BABY CRAYFISH – CAPE SALMON – SELECTION OF SEAFOOD IN ASPIC
FISH PATE – SHRIMP COCKTAIL

COLD MEATS

SMOKED BEEF – SALAMI – PRESSED HAM – ROAST SIRLOIN OF BEEF – OX TONGUE
ROAST LEG OF PORK – PARMA HAM – ROAST LEG OF LAMB – ROAST CHICKEN
PÂTÉ BOARD

SALADS

A CHOICE OF TEN FRESH SALADS

SAUCES

VINAIGRETTE – MAYONNAISE – TARTAR – COCKTAIL – HORSERADISH – REMOULADE

HOT DISHES – ROASTS

A CHOICE OF TWO OF THE FOLLOWING ROASTS:

ROAST HIP OF BEEF – ROAST LAMB – ROAST PORT – HONEY GLAZED GAMMON
SEASONAL VEGETABLES
SAUTÉ POTATOES

HOT DISHES – CASSEROLES

A CHOICE OF TWO OF THE FOLLOWING CASSEROLES:

CHICKEN CURRY – LAMB CURRY – FISH AU GRATIN – CHICKEN COQ AU VIN
BEEF BOURGUIGNONNE OR BEEF STROGANOFF, ALL SERVED WITH RICE
NAVARIN OF LAMB

DESSERTS

FRESH FRUIT SALAD – MERINGUES CHANTILLY – GATEAU ST.HONORE
CRÈME CARAMEL – CHOCOLATE ÉCLAIRS – SHERRY TRIFLE
BLACK FOREST GATEAU – APPLE PIE – CHEESE CAKE – VARIETY OF COMPOTES
CHOCOLATE MOUSSE – FRESH STRAWBERRIES (IN SEASON)
FRESH FRUIT FROM THE BASKET

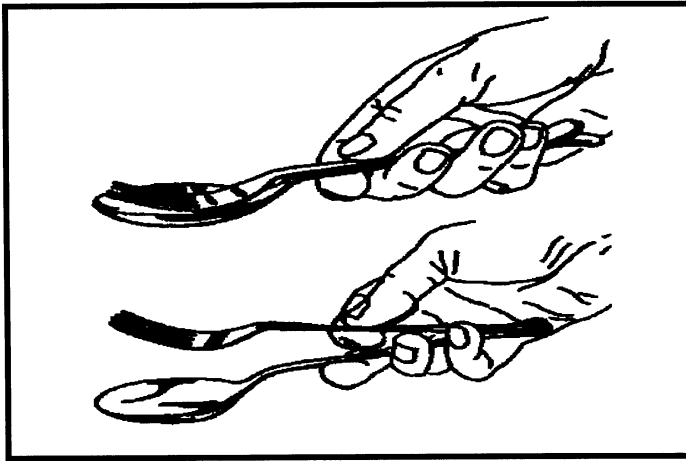
SELECTION OF LOCAL CHEESE WITH BISCUITS – ASSORTED BREAD BASKET

COFFEE

3.3 Give THREE reasons why menus play an integral part in the catering establishment.

(3)

3.4 Bestudeer die skets hieronder en beantwoord die vrae wat volg:



- 3.4.1 Identifiseer die bedieningstyl in die bostaande skets. (1)
3.4.2 Verduidelik hoe die vurk en lepel hanteer behoort word? (2)
3.4.3 Sê van watter kant af die kliënt se kos bedien moet word. (1)

[25]

TOTAAL VIR AFDELING B: [50]

AFDELING C

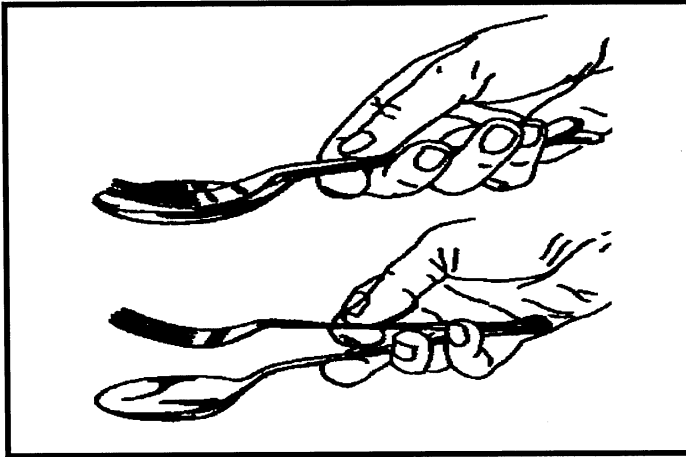
VRAAG 4 KULLINÊRE STUDIES

4.1 Spyskaartbeplanning

Bestudeer die spyskaart wat in die eetkamer van 'n plaaslike hotel bedien word.

<p style="text-align: center;">SPYSKAART</p> <p style="text-align: center;">Formele Dinee</p> <p style="text-align: center;">Consommé à la Royal</p> <p style="text-align: center;">Kreefkelkie met Tartaresous</p> <p style="text-align: center;">Oondgebraaide Primabeesrib met Sprietuisous</p> <p style="text-align: center;">Aartappel Château</p> <p style="text-align: center;">Murgpampoentjies met Sampioene</p> <p style="text-align: center;">Groen Mengelslaai</p> <p style="text-align: center;">Vrugtesorbet</p> <p style="text-align: center;">Kaas en Beskuitjies</p> <p style="text-align: center;">Koffie</p> <p style="text-align: center;">2004/12/25</p> <p style="text-align: right;">R35 p/p</p>
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3.4 Study the sketch below and answer the questions that follow.



- 3.4.1 Identify the service style in the above sketch. (1)
3.4.2 Explain how the fork and spoon should be handled. (2)
3.4.3 State from which side of the customer should the food be served. (1)
[25]

TOTAL FOR SECTION B: [50]

SECTION C

QUESTION 4 CULINARY STUDIES

4.1 Menu Planning

Study the menu which is served in the dining room of a local hotel.

MENU
Formal Dinner
Consommé à la Royal
Crayfish Cocktail with Tartar Sauce
Oven-roasted Prime Rib with Spring Onion Sauce
Potato Château
Baby Marrow with Mushrooms
Green Mixed Salad
Fruit Sorbet
Cheese and Biscuits
Coffee
2004/12/25

R35 p/p

- 4.1.1 Noem VIER kenmerke van die gegewe spyskaart. (4)
- 4.1.2 Dui aan uit hoeveel gange hierdie spyskaart bestaan. (1)
- 4.1.3 Op watter ander stadium van die ete kan kaas en beskuitjies bedien word? (1)
- 4.1.4 Noem TWEE voordele van hierdie tipe spyskaart. (2)
- 4.1.5 Verduidelik die term **consommé**. (1)

4.2 Hors d'oeuvres

- 4.2.1 "Canapés is happiegrootte stukkies geroosterde brood of broskors-tertdeeg as basis, met 'n verskeidenheid vulsels daarop."
Onderskei tussen die volgende hors d'oeuvres en verwys na die basis en die vorm.

Tabuleer jou antwoorde soos volg:

	HORS D'OEUVRES	BASIS	VORM
A.	Barquettes	(1)	(1)
B.	Bouchées	(1)	(1)
C.	Vol-au-vents	(1)	(1)

(6)

- 4.2.2 Noem VIER riglyne wat 'n koue-buffet-sjef in gedagte moet hou wanneer hors d'oeuvres by 'n skemerpartytjie bedien word. (4)

4.3 Souse

- 4.3.1 Noem die basiese sous wat voorberei word as die volgende gekombineer word:

- a) Warm melk en wit roux (1)
- b) Hoenderaftreksel en wit roux (1)
- c) Beesaftreksel en bruin roux (1)

- 4.3.2 Bespreek VIER riglyne wat by die maak van souse in gedagte gehou moet word. (4)

- 4.4 Die volgende bestanddele word gebruik vir die verdikking van 'n wit roux en 'n bruin roux:

WIT ROUX	BRUIN ROUX
100 g meelblom	120 g meelblom
100 g gesmelte botter	100 g gesmelte botter

- Verduidelik kortliks waarom die verhouding meelblom in die bruin roux 20 g **meer** is as in die wit roux. (2)

- 4.1.1 Name FOUR characteristics of the given menu. (4)
- 4.1.2 List the number of courses that appear on this menu. (1)
- 4.1.3 At what other stage of the meal can the cheese and biscuits be served? (1)
- 4.1.4 Name TWO advantages of this type of menu. (2)
- 4.1.5 Explain the term **consommé**. (1)

4.2 Hors d'oeuvres

- 4.2.1 "Canapés are bite-sized pieces of toasted bread or short crust as a base, with a variety of toppings."
Differentiate between the following hors d'oeuvres with reference to the base and the shape.

Tabulate your answers as follows:

	HORS D'OEUVRES	BASE	SHAPE
A.	Barquettes	(1)	(1)
B.	Bouchées	(1)	(1)
C.	Vol-au-vents	(1)	(1)

(6)

- 4.2.2 List FOUR guidelines that a cold buffet chef must keep in mind when serving hors d'oeuvres at a cocktail party. (4)

4.3 Sauces

- 4.3.1 Name the basic sauce that is prepared when combining the following:
 - a) Hot milk and white roux (1)
 - b) Chicken stock and white roux (1)
 - c) Beef stock and brown roux (1)

- 4.3.2 Discuss FOUR guidelines to be keep in mind when making sauces. (4)

4.4 The following ingredients are used to thicken a white roux and a brown roux:

WHITE ROUX	BROWN ROUX
100 g flour 100 g melted butter	120 g flour 100 g melted butter

- Explain why the proportion of the flour in the brown roux is 20 g **more** than the flour in the white roux. (2)

4.5 Vleis

4.5.1 Noem die vleissnitte van die beeskarkas wat vir elk van die volgende gebruik is:

- a) Klubskyf (1)
- b) T-beenskyf (1)
- c) Porterhouse-skyf (1)
- d) Entrecôte-skyf (1)
- e) Kitsskywe (Minute Steak) (1)

4.5.2 Noem TWEE nadele van ontbeende vleis.

(2)
[35]

VRAAG 5

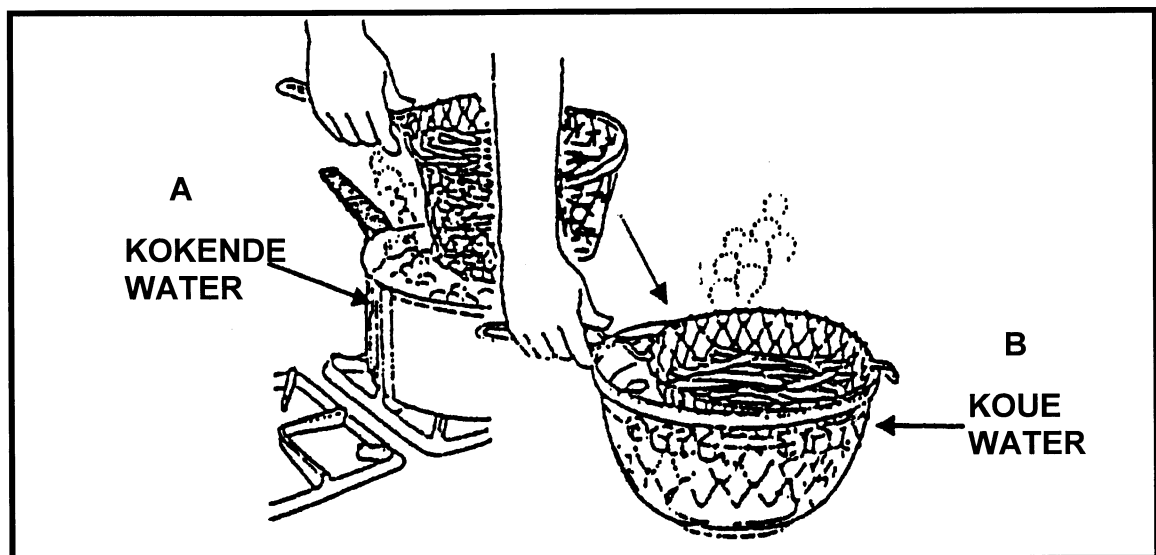
5.1 Groente

5.1.1 "Korter gaarmaakperiodes en die kortste moontlike tydsverloop tussen voorbereiding, gaarmaak en die bediening van groente, sal verseker dat hul geur, tekstuur, kleur en voedingswaarde beter behoue bly."

Verduidelik waarom voedingstowwe verlore gaan tussen die voorbereiding en die opdiening daarvan.

(2)

5.1.2 Bestudeer die illustrasie hieronder en beantwoord vrae wat volg.



- a) Identifiseer die proses wat in A geïllustreer word. (1)
- b) Verduidelik waarom dit nodig is om proses A op groente toe te pas. (1)
- c) Identifiseer die proses wat in B geïllustreer word. (1)

4.5 Meat

4.5.1 Name the meat cuts from the beef carcass that is used for each of the following:

- a) Club steak (1)
- b) T-bone steak (1)
- c) Porterhouse steak (1)
- d) Entrecôte steak (1)
- e) Minute steak (1)

4.5.2 List TWO disadvantages of deboned meat.

(2)
[35]

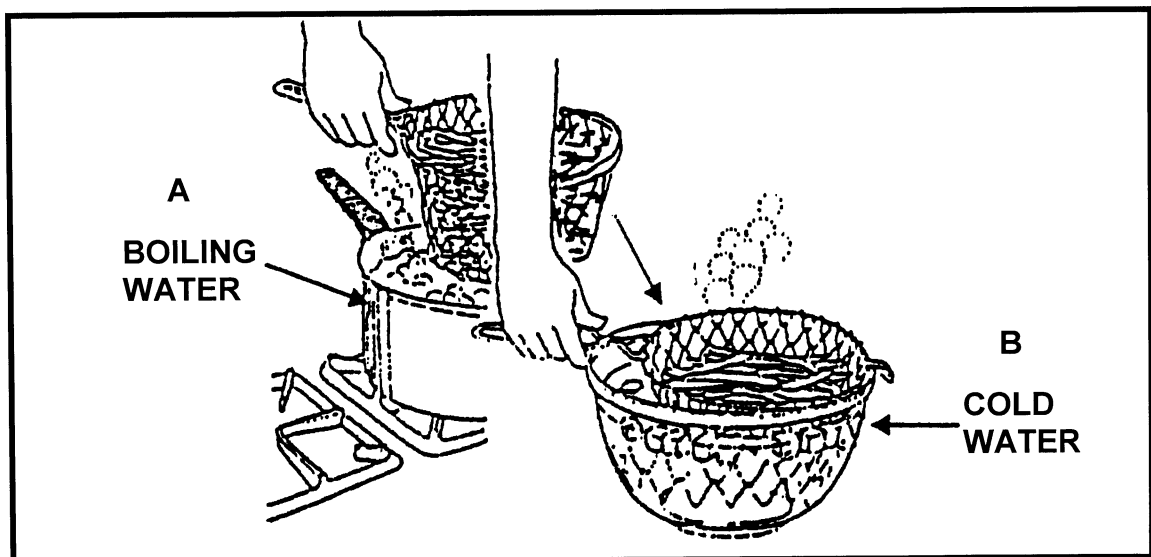
QUESTION 5

5.1 Vegetables

5.1.1 "Shorter cooking periods and the least possible time that elapses between preparation, cooking and serving the vegetables will ensure that their flavour, texture, colour and nutritional value are better retained."

Explain why nutrients are lost during the preparation and serving time. (2)

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



- a) Identify the process illustrated in A. (1)
- b) Explain why is it necessary to apply process A to vegetables. (1)
- c) Identify the process illustrated in B. (1)

5.2 Koue nageregte

Bestudeer die resepte en beantwoord die vrae wat volg.

Framboos Bavarois

- 10 g gelatien (poeier)
- 2 eiers, geskei
- 50 g strooisuiker
- 250 ml melk (volroom of afgeroom)
- 125 ml room
- 200 g vrugte (geskil, gewas en gesif) behoort 60 ml vrugtepuree te lewer

Metode

1. Week gelatien in koue water.
2. Room die eiergele en suiker.
3. Klop die voorafverhitte melk wat tot kookpunt gebring is, by en meng goed.
4. Verhit die mengsel in 'n dubbelkoker en stroom oor kokende water.
5. Verhit en roer aanhoudend met 'n lepel totdat die mengsel 'n lagie op die agterkant van die lepel maak. Die mengsel mag nie kook nie.
6. Verhelder die gelatien. Verwyder die vla van die stoofplaat. Voeg die gelatien by. Roer totdat dit opgelos het.
7. Sodra die vla amper afgekoel is, voeg die vrugtepuree by. Laat afkoel en roer gereeld tot dit amper stollingspunt bereik het.
8. Vou dan die liggeklopte room in.
9. Vou die styfgeklopte eierwitte in.
10. Gooi die mengsel in 'n vorm.
11. Laat stol in die yskas.
12. Skud en keer uit op 'n plat bord.

Versier met versoete, gegeurde geklopte room.

Variasie: Pynappel Bavarois (Beierse room)
60 ml gekookte pynappelpuree

- 5.2.1 Verduidelik die term **Bavarois**. (3)
- 5.2.2 Verduidelik waarom gelatien in koue water opgelos word (Stap 1-metode.) (2)
- 5.2.3 Waarom moet die mengsel 'n lagie op die agterkant van die lepel maak? (Stap 5-metode.) (1)
- 5.2.4 Verduidelik die uitwerking wat rou pynappel op die eindproduk van die nagereg in die reseptewariasie sal hê. (3)
- 5.2.5 Noem TWEE metodes wat gebruik kan word om die vorm in Stap 10 voor te berei. (2)
- 5.2.6 Verduidelik Stap 6 van die metode "Verwyder die vla van die stoofplaat. Voeg die gelatien by". (1)

5.2 Cold desserts

Study the recipe and answer the questions that follow.

Raspberry Bavarois

10 g	gelatine (powder)
2	eggs, separated
50 g	castor sugar
250 ml	milk (whole or skimmed)
125 ml	cream
200 g	fruit (pickled, washed and sieved) should yield 60 ml fruit purée

Method

1. Soak gelatine in cold water.
2. Cream the egg yolks and sugar.
3. Whisk the milk that has been brought to the boil and mix well.
4. Heat the mixture in a double boiler and steam over boiling water.
5. Heat and stir continuously with a spoon until the mixture coats the back of a spoon. The mixture must not boil.
6. Clarify the gelatine. Remove the custard from the stove plate. Add the gelatine. Stir until dissolved.
7. When the custard is almost cool, add the fruit purée. Cool, stirring occasionally, until almost setting point.
8. Fold in the lightly whipped cream.
9. Fold in the stiffly beaten egg whites.
10. Pour the mixture into a mould.
11. Allow to set in the refrigerator.
12. Shake and turn out onto a flat dish.

Decorate with sweetened, flavoured whipped cream.

Variation: Pineapple Bavarois (Bavarian cream)
60 ml cooked pineapple purée.

- 5.2.1 Explain the term **Bavarois**. (3)
- 5.2.2 Explain why gelatine is soaked in cold water (step 1 – method). (2)
- 5.2.3 Why must the mixture coat the back of a spoon? (Step 5 – method) (1)
- 5.2.4 Explain the effect raw pineapple will have on the end product of the dessert in the recipe variation. (3)
- 5.2.5 Name TWO methods that could be used to prepare the mould in step 10. (2)
- 5.2.6 Explain step 6 of the method “Remove the custard from the stove plate. Add the gelatine”. (1)

5.3 Gebakte produkte

Brooddeeg behoort heelwat anders as skilferkorsdeeg hanteer te word. Noem DRIE verskille in die voorbereiding van brooddeeg en skilferkorsdeeg. Tabuleer jou antwoorde soos volg:

BROODDEEG		SKILFERKORSDEEG	
a)	(1)	a)	(1)
b)	(1)	b)	(1)
c)	(1)	c)	(1)

 (6)

5.4 Watter tipe deeg sal gebruik word in die voorbereiding van die volgende gebakte produkte?

- 5.4.1 Bief Wellington (1)
5.4.2 Baklava (1)

5.5 Dranke

Klassifiseer die volgende wyn en noem die soort glas waarin elkeen bedien behoort te word. Tabuleer jou antwoorde soos volg:

WYN	KLASSIFIKASIE	KORREKTE GLAS VIR BEDIENING
Stein	(1)	(1)
Vermouth	(1)	(1)
Muscadel	(1)	(1)
Cold Duck	(1)	(1)

 (8)

5.6 Noem die soort wyn wat saam met die volgende geregte bedien moet word.

- 5.6.1 Oondgebraaide Springbokboud
5.6.2 Hoender Cordon Bleu (2)

[35]

TOTAAL VIR AFDELING C: [70]

5.3 Baked products

Bread dough should be handled quite differently from puff pastry. Give THREE differences between the preparation of bread dough and puff pastry. Tabulate your answers as follows:

BREAD DOUGH		PUFF PASTRY	
a)	(1)	a)	(1)
b)	(1)	b)	(1)
c)	(1)	c)	(1)

 (6)

5.4 Which type of pastry would be used in the preparation of the following baked products?

- 5.4.1 Beef Wellington (1)
5.4.2 Baklava (1)

5.5 Beverages

Classify the following wines and name the type of glass in which each should be served. Tabulate your answers as follows:

WINE	CLASSIFICATION	NAME OF CORRECT GLASS FOR SERVING
Stein	(1)	(1)
Vermouth	(1)	(1)
Muscadel	(1)	(1)
Cold Duck	(1)	(1)

 (8)

5.6 Name the type of wine that should be served with the following dishes:

- 5.6.1 Oven roast leg of Springbok
5.6.2 Chicken Cordon Bleu (2)
[35]

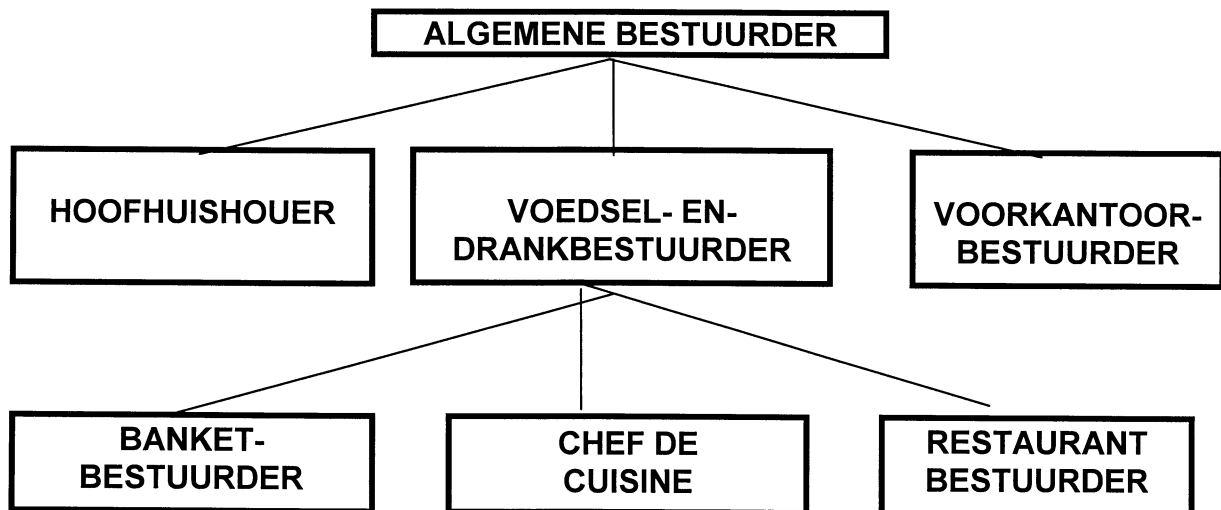
TOTAL FOR SECTION C: [70]

AFDELING D**VRAAG 6
HOTELORGANISASIE**

6.1 Bestudeer die bestuurstruktuur van die hoteldepartemente en beantwoord die onderstaande vrae.

6.1.1 Noem die departementele bestuurder wat verantwoordelik is vir die onderstaande lede.

6.1.2 Noem die hoof funksie van elke personeellid.



Tabuleer jou antwoord as volg:

PERSONEELLID	6.1.1 DEPARTEMENTELE BESTUURDER	6.1.2 HOOFFUNKSIE
a) Maître d'hôtel	(1)	(1)
b) Linnehouer	(1)	(1)
c) Soussjef	(1)	(1)

(6)

6.2 Noem die personeel wat verantwoordelik is vir die daaglikse kontrole van transaksies op die gas se rekening in 'n groot hotel.

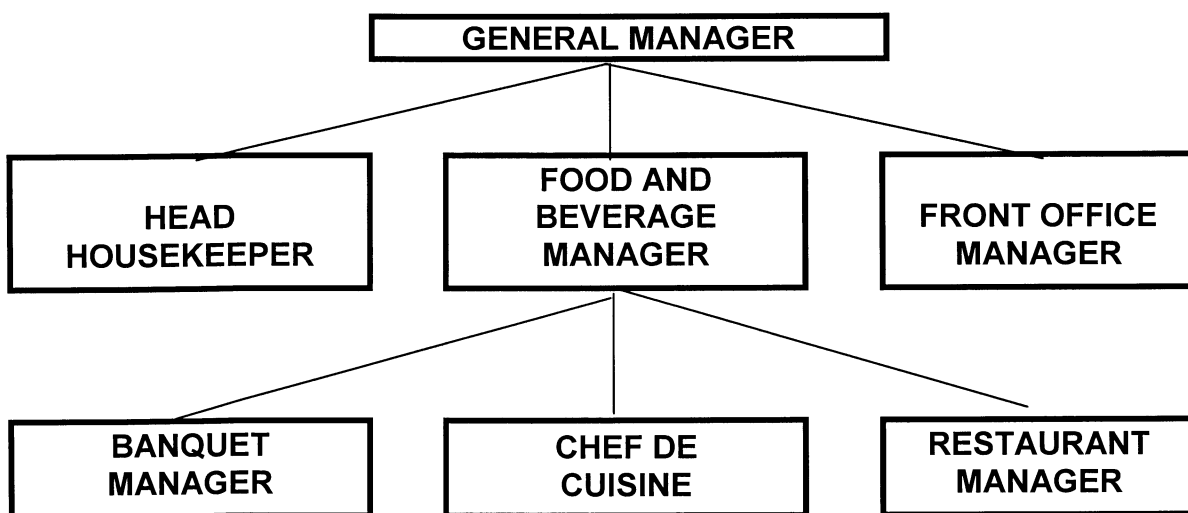
(1)

SECTION D**QUESTION 6
HOTEL ORGANISATION**

6.1 Study the management structure of the hotel departments and answer the questions below.

6.1.1 Name the departmental manager who is responsible for each of the following members listed below.

6.1.2 Give the main duty of each staff member.



Tabulate your answers as follows:

STAFF MEMBER	6.1.1 DEPARTMENTAL MANAGER	6.1.2 MAIN DUTY
a) Maître d'hôtel	(1)	(1)
b) Linen keeper	(1)	(1)
c) Sous chef	(1)	(1)

(6)

6.2 Name the personnel who is responsible for the daily control of transactions on the guest's account in a large hotel.

(1)

6.3 'n Gas se rekening toon betalings vir elk van die onderstaande soos aangetoon in die lys. Identifiseer die **diens wat aangebied word in die hotel** waarvan die gas gebruik gemaak het. Gebruik die onderstaande diagram om die dienste te identifiseer.

6.3.1	6.3.2	6.3.3	6.3.4
Droogskoonmaak	Ontbyt in die kamer	Stuur 'n e-pos	Koerante

(4)

6.4 Beskryf die volgende kamertariewe:

6.4.1 En pension

(2)

6.4.2 Naweek

(2)

6.5 Bestudeer die daaglikse skoonmaakverslag hieronder en beantwoord die vrae wat volg.

DIE HOLIDAY HOTEL					
DAAGLIKSE SKOONMAAKKONTROLELYS					
VLOER: 7		KAMERBEDIENDE: REBECCA			
KAMER: 80					
		JA	NEE	HERSTEL	KOMMENTAAR
KAMER					
1	Deur				
	Skoon raam	X			
	Slot in werkende toestand		X	X	
2.	Klerekas				
	Skoon	X			
	Reëlings in plek	X			
	12 klerehangers	10			2 verlore
3	Spieëls				
	Skoon	X			
	Hang gelyk	X			
4	Gordyne				
	Skoon		X		
	Nie geskeur / stukkend	X			
	Hang gelyk	X			
5	Mure				
BADKAMER					
6	Toiletpapier en toiletpapierhouer				
7	Stortgordyn	X			
	Skoon	X			
	Nie stukkend nie	X			
	Ontbrekende hakies		X		
7	Handdoeke en relings				
	2 badhanddoeke	2			
	2 handdoeke	1			1 verlore
	2 waslappe	1			1 verlore
	Handdoekrelings los				

6.3 A guest's account reflects payment for each of the following listed below. Identify the **hotel services** which the guest has used.
Use the diagram below to identify the services.

6.3.1	6.3.2	6.3.3	6.3.4
Dry-cleaning	Breakfast in the room	Send an e-mail	Newspapers

(4)

6.4 Describe the following room tariffs:

6.4.1 En pension

(2)

6.4.2 Weekend

(2)

6.5 Study the daily cleaning report below and answer the questions that follow.

THE HOLIDAY HOTEL DAILY CLEANING CONTROL LIST					
FLOOR: 7 ROOM: 80			ROOM CLEANER: REBECCA		
		YES	NO	REPAIR	COMMENTS
	BEDROOM				
1	Door				
	Clean frame	X			
	Lock in working condition		X	X	
2	Cupboard				
	Clean	X			
	Rails in place	X			
	12 coat hangers	10			2 missing
3	Mirrors				
	Clean	X			
	Hanging straight	X			
4	Curtains				
	Clean		X		
	No tears / broken	X			
	Hanging straight	X			
5	Walls				
	BATHROOM				
6	Toilet paper and toilet paper holder				
7	Shower curtain	X			
	Clean	X			
	No holes	X			
	Missing hooks		X		
8	Towels and rails				
	2 bath towels	2			
	2 towels	1			1 missing
	2 facecloths	1			1 missing
	Rails loose				

- 6.5 6.5.1 Watter bestuurder sal die daaglikse skoonmaakverslag ontvang? (1)
- 6.5.2 Noem die departement wat verantwoordelik is vir die herstel van die deurslot. (1)
- 6.5.3 Aan watter departement word die vermiste badkameritems gerapporteer? (1)
- 6.5.4 Watter personeellid sal die gordyne verwyder vir die skoonmaak daarvan? (1)
- 6.6 6.6.1 Wie is verantwoordelik vir verlore juwele van 'n gas in 'n hotel? (1)
- 6.6.2 Gee 'n rede vir jou antwoord. (1)
- 6.6.3 Beskryf die prosedure wat gevolg moet word om 'n gas se besittings in 'n veilige plek te bewaar. (4)
- 6.7 Verduidelik hoe jy eerstehulp in elk van die volgende gevalle sal toepas.
- 6.7.1 'n Aantal hotelgaste het 'n buffetete geniet en vier-en-twintig uur later het heelwat van hulle simptome van voedselvergiftiging getoon. (2)
- 6.7.2 Die commis (assistent-sjef) laat 'n houer warm olie in die kombuis val en brand sy been. (3)

TOTAAL VIR AFDELING D: [30]**TOTAAL: 200****EINDE**

- 6.5 6.5.1 Which manager will receive the daily cleaning report? (1)
6.5.2 Name the department which is responsible for the repair of the door lock. (1)
6.5.3 To which department will the missing bathroom items be reported? (1)
6.5.4 Which member of staff will remove the curtains for cleaning? (1)
- 6.6 6.6.1 Who is responsible for the loss of a guest's jewellery in a hotel? (1)
6.6.2 Give a reason for your answer. (1)
6.6.3 Discuss the procedure that should be followed when receiving a guest's possessions for safekeeping. (4)
- 6.7 Explain how you will render first aid treatment in each of the following cases:
- 6.7.1 Guests enjoyed a buffet at a hotel and twenty four hours later, many of them had symptoms of food poisoning. (2)
- 6.7.2 The commis (assistant chef) drops a container of hot oil in the kitchen and burns his leg. (3)

TOTAL FOR SECTION D: [30]

TOTAL: 200

END

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				
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
(20)				
QUESTION/VRAAG 1.2				
1.2.1				
1.2.2				
1.2.3				
1.2.4				
1.2.5				
(5)				

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

QUESTION/VRAAG 1.4						
1.4.1	A	B	C	D	E	(3)
1.4.2	A	B	C	D	E	(3)
1.4.3	A	B	C	D		(2)
1.4.4	A	B	C	D		(2)
(10)						

QUESTION/VRAAG 1.5	
1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	
(10)	

[50]
