

**GAUTENG DEPARTMENT OF EDUCATION /
GAUTENGSE DEPARTEMENT VAN ONDERWYS
SENIOR CERTIFICATE EXAMINATION /
SENIORSERTIFIKAAT-EKSAMEN**

**HOTELKEEPING AND CATERING SG
HOTELHOUDING EN SPYSENIERING SG**

POSSIBLE ANSWERS / MOONTLIKE ANTWOORDE SUPP 2007

SECTION A / AFDELING A

ANSWER SHEET / ANTWOORDBLAD

N.B. Please **staple** this page to the inside of the front cover of your answer book on completion
L.W. **Kram** asseblief hierdie bladsy voor in jou antwoordboek **vas** wanneer jy dit voltooi het.

Examination number / Eksamenommer:

1.1						1.3		
1.1.1	A	B	C	D	(1)	1.3.1	A, C, D	(3)
1.1.2	A	B	C	D	(1)	1.3.2	A, C, D	(3)
1.1.3	A	B	C	D	(1)	1.3.3	B, D, E, F	(4)
1.1.4	A	B	C	D	(1)			(10)
1.1.5	A	B	C	D	(1)	1.4		
1.1.6	A	B	C	D	(1)	1.4.1	C	(1)
1.1.7	A	B	C	D	(2)	1.4.2	B	(1)
1.1.8	A	B	C	D	(2)	1.4.3	E	(1)
1.1.9	A	B	C	D	(2)	1.4.4	D	(1)
1.1.10	A	B	C	D	(2)			(4)
1.1.11	A	B	C	D	(2)	1.5		
1.1.12	A	B	C	D	(2)	1.5.1	B	(1)
1.1.13	A	B	C	D	(2)	1.5.2	E	(1)
					(20)	1.5.3	A	(1)
								(3)
1.2						1.6		
1.2.1	Blinis				(1)	1.6.1	B	(1)
1.2.2	Hors d'oeuvres				(1)	1.6.2	A	(1)
1.2.3	Sorbet				(1)	1.6.3	C	(1)
1.2.4	Entree				(1)			(3)
1.2.5	Food safety Act				(1)			
1.2.6	Buffet				(1)			
1.2.7	Silver service				(1)			
1.2.8	Bill / rekening				(1)			
1.2.9	A la carte fold				(1)			
1.2.10	Assistant manager				(1)			
					(10)			

TOTAL FOR SECTION A: [50]

SECTION B
CULINARY STUDIES

QUESTION 2

- 2.1 Hors d'oeuvres
- Any dish which stimulates the appetite ü and serve before soup ü (2)

- 2.2 Canapés
- Bite-sized shapes ü of toast (bread) or short crust pastry. ü (2)

- 2.3 Price differences: À la carte and Table d' hôte menus

- 2.3.1 À la carte: Every dish is priced separately (1)

- 2.3.2 Table d' hôte: Every dish is on a fixed menu
All dishes one price (1)

- 2.4 Hors d'oeuvres: Ingredients

- Avocado ritz: ü Halve an avocado,ü served with shrimps ü and seafood dressing.ü (3)

- 2.5 Hors d'oeuvres A and B

HORS D'OEUVRES	A		B	
2.5.1 Name	BOUCHÉES	(1)	VOL-AU-VENTS	(1)
2.5.2 Size	5 cm diameter	(1)	8 cm diameter	(1)
2.5.3 Pastry type	Flaky pastry	(1)	Flaky pastry	(1)

(6)

- 2.6 Grenache: cultivar use

- 2.6.1 South Africa
- Makes Rosé wine (1)

- 2.6.2 Portugal
- To produce port wine (1)

- 2.7 Components of liqueurs

- Spirits
- Sweetener
- Flavourings (3)

- 2.8 Colour distinction
- 2.8.1 Red wine
- Made of crushed red grapes
 - Skin is used during the fermentation process (2)
- 2.8.2 Rosé wine
- Remove skins ü after a short fermentation process. ü (2)
- 2.9 Functions of sugar in the making of beer.
- Speeds the fermentation process
 - Gives beer the slightly sweet taste (2)
- 2.10 Characteristics: Lager beer
- Bitter taste
 - Full-bodied flavour (2)
- 2.11 Procedures to follow when presenting cigars:
- Cigar box is offered open to guest
 - Guest chooses his/her own cigar
 - Sommelier offers matches any 2 (2)

[30]**QUESTION 3**

- 3.1 Types of ice cream: Differentiation
- 3.1.1 Coupe Jacques – lemon ice-cream
– strawberry ice-cream (2)
- 3.1.2 Bombe glacée – lined with ordinary ice-cream or sorbet
– centre filled with a second, softer ice-cream mixture (2)
- 3.2 Ingredients: to line the moulds
- 3.2.1 Finger biscuits (1)
- 3.2.2 Small slices of Swiss roll (1)
- 3.2.3 Bottom lined with red jelly (1)

- 3.3 3.3.1 Effect: Too much sugar in gelatine dessert
- Weaken the jelly
 - Retard the setting process (2)
- 3.3.2 Effect of raw pineapple
- Contains bromelin
 - Break down proteins. (2)
- 3.3.3 Effect of too much salt
- Form a firmer jelly (1)
- 3.4 Reason for not freezing gelatine mixture
- Ice crystals form and damage the final product. (2)
- 3.5 3.5.1 Reasons: kneading
- Even distribution of ingredients
 - Gluten develops (2)
- 3.5.2 Kneading time
- Amount of dough
 - Type of flour used (2)
- 3.5.3 To determine if bread dough is kneaded enough
- Stretch the dough, if it does not tear – elastic enough
 - Test with fingertip (2)
- 3.6 Preparation: Pastry / Bread dough

DOUGH	3.5.1 TEMPERATURE		3.5.2 MOTIVATION	
Bread dough	Medium temperature	(1)	Growth of yeast	(1)
Pastry	Apparatus, hands and ingredients as cold as possible	(1)	Shortening remains hard with cold temperature.	(1)

(4)

3.7 Countries of origin: Moussaka

- Greece
- Turkey (2)

- 3.8 Rollmops
- Herring is filleted
 - Marinate in vinegar
 - Serve rolled up
- (3)
- 3.9 Sorbet: alcohol ingredient
- Wine / Spirits
- (1)
[30]

QUESTION 4

- 4.1 Factors to consider when purchasing meat
- Knowledge of sections / meat cuts of the carcass
 - Quality characteristics of each meat cut
 - Application of cooking methods
 - Knowledge of a variety of dishes and preparation of the meat cuts
- (4)
- 4.2 Effect of tomatoes when used to tenderise meat
- Promotes the change from collagen to gelatine.
- (2)
- 4.3 Barding
- Cover meat with suet, speck or bacon.
- (2)
- 4.4.1 Meat cut: Chateaubriand
- Rump
- (1)
- 4.4.2 Meat dish: from filet mignon
- Beef stroganoff
- (1)
- 4.5 Basting meat
- Butter – provides flavour
 - Oil – prevents burning
- (2)
- 4.6.1 Effect of moist heat on muscle fibres
- Become tougher and harder
- (2)
- 4.6.2 Effect of moist heat on connective tissue
- Becomes softer
- (1)

- 4.7 4.7.1 Sweating: method: Reason
- Slow stir-fry method
 - Cover with a lid /wax paper
 - Keep the steam inside
- (3)

- 4.7.2 Advantages: Sweating
- Vegetables will be well cooked
 - Develop flavour
 - No burning risk
- (3)

- 4.8 4.8.1 Reason: oil not added in quickly - Mayonnaise
- The drops of oil should have time to form a permanent emulsion with the vinegar.
- (2)

- 4.8.2 Rectify mayonnaise if too thick
- Add a drop of vinegar or water
- (1)

4.9 Sauces / Ingredients for chicken thighs / fish fillets

DISH	4.9.1 VELOUTÉ SAUCE	4.9.2 ADDITIONAL INGREDIENT
Chicken thighs	• <i>Sauce suprême</i>	• Mushrooms • Cream • Egg yolk • Lemon juice
Sole fillets	• <i>Sauce vin blanc</i>	• Cream • Lemon juice • White wine
Chicken and fish	• <i>Sauce aux champignons</i>	• <i>Sauce suprême</i> • Mushrooms
	Any two sauces (2)	Any ONE ingredient (2)

(4)

- 4.10 4.10.1 Ratio of egg yolk and cream: Liaison
- Equal / same quantities or 1:1
- (1)

- 4.10.2 Effect: too much heat when preparing liaison
- Egg yolk curdles
- (1)

[30]

TOTAL FOR SECTION B: [60]

SECTION C
HOTEL ORGANISATION

QUESTION 5

- 5.1 Travel agent and All inclusive tariffs: Differentiation
- Commission for the travel agent must be included
 - Administration easier / only one final price instead of price per person per day
 - Tariff influence by: duration of stay, size and needs of group, conference facilities (3)
- 5.2 Handling the situation when credit card is refused:
- Explain the situation as tactfully as possible / reason
 - Let the guest contact the card company / reason
 - Request another form of payment / reason (6)
- 5.3 Traveller's cheques: Reason for use
- The bank refunds stolen traveller's cheques
 - Similar to cash / Pay out cash if cheque is valued more (2)
- 5.4 Franchises: responsibilities
- Should be viable in the specific location / area
 - Expect long working hours
 - Consider financial implications
 - Strict control over workers any 3 2x3=(6)
- 5.5 5.5.1 Blocked drain: Use a force cap (plunger). (1)
- 5.5.2 Blocked drain: Unscrew the cleaning plug and place a bucket under. (1)
- 5.5.3 Blocked drain: Use a drain auger (skroefboor). (1)
- 5.5.4 Blocked drain: Use a high-pressure aerosol drain-cleaner. (1)

5.6 Fixed structures

- Plumbing
- Floors
- Windows
- Doors
- Electrical fixture articles any 2 (2)

5.7 Food poisoning: Procedures to apply

- Keep the patient quiet and warm.
- Get medical assistance. (2)

5.8

SKETCH	5.8.1 OCCUPATION		5.8.2 MANAGER OF DEPARTMENT	
	A	Chef de Cuisine / Chef	(1)	Food and Beverage manager
B	Plumber	(1)	Maintenance manager	(1)

(4)

5.9 Reason: sign keys

- Safety precautions (1)

[30]**QUESTION 6**

6.1 Number of rooms cleaned: Room servant

- 10 – 15 (1)

6.2 Housekeeping department: purpose

- Creates a clean / convenient environment
- Safe environment
- Make sure guest's stay is as pleasant as possible. (3)

6.3 Safety measures: Employer

- Equipment for execution of tasks: ü Safe equipment for the safe execution of tasks ü (2)
- Safety risks: ü Assure the use, handling, storage and transport of equipment / articles will take place without safety risks ü (2)
- Workplace: ü Workplace in a safe neighbourhood that is easy to enter and leave ü (2)

- 6.4 Persons: Liquor may not be sold
- Any person under the age of 18 years
 - Any person who is already inebriated (2)
- 6.5 Payment method: purchase liquor
- Cash (1)
- 6.6 6.6.1 Service style:
- Plate service
 - Silver service
 - Banquet any 1 (2)
- 6.6.2 Banquet: term
- Large number of guests ü
 - Served during a formal ü
 - Seated meal ü (3)
- 6.6.3 Banquet: number of courses
- Four (4) or more (1)
- 6.6.4 Banquet:
- A. Minimum number waiters
- $216 \text{ guests} \div 12 \text{ ratio} \ddot{=} 18 \text{ waiters} \ddot{}$ (2)
- B. Minimum number wine stewards
- $216 \text{ guests} \div 35 \text{ ratio} \ddot{=} 6 / 7 \text{ wine stewards} \ddot{}$ (2)
- 6.7 French term: chefs
- 6.7.1 Soup chef
- Chef potager (1)
- 6.7.2 Assistant chef
- Commis (1)
- 6.8 Skilled areas: Bar personnel
- Mixing drinks
 - Serving drinks (2)

6.9 Burn wounds: treatment

- Immediately immerse the burn into cold water.
- Cover with Mercurochrome.
- Cover the burnt area with sterile bandages.
- Do not prick blisters that develop.

any 3 (3)
[30]

TOTAL FOR SECTION C: [60]

TOTAL: 200