



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2010**

**HOSPITALITY STUDIES  
MEMORANDUM**

**MARKS: 200**

**TIME: 3 hours**

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This memorandum consists of 11 pages.

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**SECTION A****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	D
1.1.2	C
1.1.3	B, C
1.1.4	C
1.1.5	D
1.1.6	A
1.1.7	B
1.1.8	D
1.1.9	B, C
1.1.10	B
1.1.11	A
1.1.12	B
1.1.13	D
1.1.14	C

(15)

**1.2 MATCHING ITEMS**

1.2.1	C
1.2.2	D
1.2.3	A
1.2.4	B
1.2.5	F

(5)

**1.3 MATCHING ITEMS**

1.3.1	D
1.3.2	E
1.3.3	C
1.3.4	A
1.3.5	F

(5)

**1.4 FILL IN THE MISSING WORD**

1.4.1	e-procurement, online shopping, electronic purchases
1.4.2	gastro-enteritis
1.4.3	target market
1.4.4	capital
1.4.5	food allergy

(5)

## 1.5 ONE-WORD TEMS

1.5.1	Decanter, Wine cradle
1.5.2	18 °C (15 – 20 °C)
1.5.3	Sorbets
1.5.4	issued
1.5.5	Gelatine
1.5.6	Pine
1.5.7	Very rare/(bleu)
1.5.8	Telemarketing
1.5.9	Franchise
1.5.10	French service/Gueridon

(10)

**TOTAL SECTION A: 40**

## SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

### QUESTION 2

- 2.1 2.1.1 • Learners must distribute questionnaires among staff members and learners to find out what personal needs are. LO1AS1  
 • Ensure that learners observe food preferences amongst teachers and other learners' groups.  
 • Learners should find out what other entrepreneurs are doing.  
 • Target market (2)
- 2.1.2 • Include and develop new products or service.  
 • Deliver consistently and reliably quality products.  
 • Sell the products or service at an affordable price.  
 • Good service  
 • Be honest and reliable, supply correct information. (3)
- 2.1.3 • Keep it simple – avoid cluttering LO1AS1  
 • Good design to help promote a business LSHP13  
 • Use Logos in a consistent way  
 • Focus on what the company can offer  
 • Clear simple language  
 • Interesting pictures or photos  
 • Make sure the writing is legible  
 • Avoid too much information  
 • Make use of colour  
 • Use words such as “free, bargain, save, exclusive” (6)

- 2.2
- Friendly greeting
  - Assist clients in a thorough and knowledgeable fashion.
  - Deliver a product that meets or exceeds expectations.
  - Quick and accurate check out.
  - Providing that “extra something”.
- LO2AS1  
(4)
- 2.3
- Being well groomed/dress code
  - Positive attitude
  - Time management
  - Interpersonal skills
  - Posture and not leaning against counters – body language
  - Neatness
- LO2AS1  
(4)
- 2.4 2.4.1
- Yes, the wet dishcloth contains water which turns into steam because of the heat.
- LO2AS3  
(2)
- 2.4.2
- Scald burn wound
- LO2AS3  
(1)
- 2.4.3
- Apply treatment for light burn wounds  
Hold under cold running tap water for 20 minutes  
Cover with a sterile wound dressing  
Do not apply toothpaste, oils or any ointment not recommended by a doctor.  
Do not break blisters
- LO2AS3  
(4)
- 2.5 Wash your hands, wrists and lower arms thoroughly with hot soapy water.
- LO2AS3  
(2)
- 2.6
- Make the patient as comfortable as possible  
Keep the injured joint still and slightly elevated  
Place a cold compressor on the joint to reduce the pain  
Place a bandage loosely around the joint
- LO2AS3  
(3)

2.7	<b>Differences</b>	<b>Tuberculosis</b>	<b>HIV&amp;Aids</b>	LO2AS2
	<b>Type of infection</b>	Bacterial	Virus	
	<b>Symptoms</b>	Constant coughing Night sweats Chest pains Coughing blood Loss of appetite and weight loss Constant tiredness Shortness of breath	Swollen glands Headaches Tiredness Diarrhoea Mouth and throat ulcers Unusual skin rashes Fever Sweating Weight loss	
	<b>Possible Treatment</b>	Vaccination Medication Antibiotics	Anti-retrovirals (ARV) Healthy lifestyle Good nutrition Antibiotics	(6)

- 2.8
- Drinking water that has been infected
  - Poor personal hygiene
  - Eating in the staff dining room
  - Flies tainted by human or animal waste carry the disease
  - By not eliminating insects and rodents from the kitchen
- LO2AS2 (3)

**TOTAL SECTION B: 40**

## SECTION C: FOOD PRODUCTION

### QUESTION 3

- 3.1 3.1.1 3 courses LO3AS4 (1)
- 3.1.2 (a) **Starter:** Butternut soup, Sousboontjie soup, Smoorsnoek, Morogo, Seafood starter, Waterblommetjies, yams. (Any local commodity but not the same as the main dish). LO3AS4
- (b) **Main:** Ostrich, Springbok (Game meat) or any other game, Lekgotlloane, Tripe. ( Any local traditional meat dish) (2)
- 3.1.3 **No** LO3AS4
- They do not eat pork only lamb, beef and venison
  - Muslim guests will not eat food that have been prepared in the presence of pork products
- (3)

- |       |  |  |         |     |
|-------|--|--|---------|-----|
| 3.1.4 | <ul style="list-style-type: none"> <li>• Choose lean meats and meat substitutes, or fish</li> <li>• Use steamed/boiled vegetables instead of stir fried</li> <li>• Use a tossed Green salad without a dressing instead of potato salad</li> <li>• Cut down on the amount of fat in the meal</li> <li>• Use fat free, skimmed or low-fat milk when preparing the baked custard</li> <li>• Avoid or restrict refined carbohydrates</li> <li>• Exclude hot chocolate</li> <li>• Replace roasted chops by grilled chops</li> </ul> | LO3AS4<br><br><br><br><br><br><br><br><br><br>(any 5)  | (5)     |     |
| 3.1.5 | Nutrition and specific dietary needs of consumers (including HIV/Aids)<br>National and international food trends<br>Cultural uniqueness<br>Special dietary considerations for diseases e.g. diabetes, low fat<br>Cultural considerations such as Hindu, Halaal, Kosher, Vegetarian<br>Variety texture, colour, flavour, form, consistency, temperature<br>method of preparation<br>Season  | LO3AS4<br><br><br><br><br><br><br><br><br><br>(any 5)  | (5)     |     |
| 3.1.6 | <ul style="list-style-type: none"> <li>• Control of the movement of stock in and out of the stores</li> <li>• Control of the stock level</li> <li>• Stock records from which information can easily be taken regarding orders placed, goods received and issues made from the staff</li> <li>• A storekeeper or someone to carry out stock control</li> </ul>  | LO3AS2<br><br><br><br><br><br><br><br><br><br>(4)  | (4)     |     |
| 3.2   | 3.2.1  | Cost of menu: $R800 + R400 = R1200/25 = R48,00$ per person   | (2)     |     |
|       | 3.2.2  | $R2\ 100 - R1\ 200 = R900$   | (1)     |     |
|       | 3.2.3  | Rent, water, electricity, telephone, leases on equipment and vehicles  | (2)     |     |
|       | 3.2.4  | <ul style="list-style-type: none"> <li>• Crockery should be stored in a storeroom or lockable cupboards.</li> <li>• Should be stored on shelves in piles of approximately two dozen.</li> <li>• Other items should be stored on labelled shelves.</li> <li>• China should be covered to prevent dust.</li> <li>• Glasses must be stored upside down on paper lined shelves to prevent dust setting on them.</li> <li>• Crockery should be stored at a comfortable height so that it can be taken out and stored easily.</li> </ul> | (any 3) | (3) |

- 3.3 3.3.1 • Internet Purchase should be made by credit card LO3AS1  
• Use a secure connection  
• Use a recommended website  
• Always use a secure web browser  
• Look out for the closed padlock icon at the bottom of the screen  
• Do business with a reliable company (4)
- 3.3.2 A Point-of-Sales System is a system where sales are recorded LO3AS1  
and logged onto the computer. POS system can be used to record  
and control the stock. (2)
- 3.4 • Small easy-to-eat pieces LO3AS4  
• Include both cold and hot snacks  
• For a cocktail party of 2 – 3 hours include 3 – 5 pieces of food per hour per person  
• For a full length party of 4 hours 12 – 15 pieces of fingers  
• If you are entertaining 10 – 20 guests allow six different snacks  
• More than 20 guests 8 – 10 types  
• Try not to repeat the main ingredient in your snacks (any 3) (3)
- 3.5 3.5.1 7 – 10 snacks LO3AS6
- 3.5.2 3 – 5 snacks
- 3.5.3 2 – 3 snacks (3)  
[40]

**QUESTION 4:**

- 4.1 4.1.1 1. Thin Flank LO3AS5  
2. Rump  
3. Silverside  
4. Shin/shank (4)
- 4.1.2 1. Stewing, grill, pot-roast, pickled and smoked LO3AS5  
2. Grilling, oven roasting, frying  
3. Pot roasts, braised dishes, biltong, pickled-corned beef  
4. Stewing, moist heat cooking methods only (4)

- |       |       |  |                   |
|-------|-------|--|-------------------|
| 4.1.3 | (a)   | Marinades - are liquid mixtures (oil, vinegar) that are seasoned to add flavour and to tenderize meat.   | LO3AS5<br>(2)     |
|       | (b)   | Basting - is the process by which oven-cooked meat dishes are moistened by spooning melted fat, meat juices or other fluids over meat to prevent it from drying out.   | (2)               |
|       | (c)   | Carving - this is the action of slicing or cutting up the meat, poultry, game or fish into sections against the grain, for serving or further preparation.   | (2)               |
| 4.2   | 4.2.1 | • Boucheés, Vol-au-Vents, Jam tartlets, Custard slices, Palmiers, Beef Wellington, Cream horns, Fleurons   | LO3AS5<br>(3)     |
|       | 4.2.2 | Commercially bought and homemade pastry can be frozen for up to three months<br>Must be well wrapped<br>Freeze rolled-out pastry by putting it on baking powder and then on a baking tin, freeze until firm<br>Wrap in plastic and store flat in freezer | (4)               |
|       | 4.2.3 | (a) <b>Hard crust</b> – Too much water used<br>Too little fat<br>Over handling and rolling<br>Baked for too long<br>Too much flour on surface  | LO3AS5<br><br>(2) |
|       |       | (b) <b>Soggy</b> – Too much water<br>Oven too cold or not pre-heated<br>Insufficient baking<br>Too much filling<br>Filling to “moist”<br>Dough rolled out too thick  | LO3AS5<br><br>(2) |
| 4.3   | 4.3.1 | Soak the beans with enough water to cover them<br>Boil for five minutes<br>Remove from heat, cover and soak for an hour<br>Drain and discard the soaking liquid<br>Add boiling water and simmer the beans until soft<br>Do not add until beans are soft  | LO3AS5<br><br>(3) |
|       | 4.3.2 | More convenient to use<br>Cheaper than animal protein<br>Low in kilojoules as it does not contain fat<br>It is a substitute for animal protein<br>Easy to store<br>“Stretches” the meat  | LO3AS5<br><br>(3) |



4.4	4.4.1	Profiteroles are small round cream puffs filled with either sweet or savoury filling, sometimes made plain and served with soup.	LO3AS5 (2)
	4.4.2	Choux pastry should be filled as soon as possible before serving to prevent it from becoming soft and soggy.	LO3AS5 (2)
	4.4.3	Lacto-ovo vegetarian Diet includes milk, dairy + eggs, vegetables, fruit + nuts suitable dishes = Curried eggs, vegetable quiche, stir-fry with nuts etc. Any other suitable dish	(2)
	4.4.4	Soufflé is a light, fluffy baked dish made with a white sauce or custard base, flavoured, beaten egg whites are added before it is baked. Could be sweet or savoury.	(any 3) (3) <b>[40]</b>
<b>TOTAL SECTION C:</b>			<b>80</b>

## SECTION D: FOOD AND BEVERAGE SERVICE

### QUESTION 5

5.1	5.1.1	<ul style="list-style-type: none"> <li>Too little stock to meet the needs of an increase in demand</li> <li>Employee frustration and guest dissatisfaction due to the lack of stock</li> <li>No discounts on large purchases</li> <li>You may experience price increases from the supplier</li> <li>Lost production brought about by a shortage of materials</li> </ul>	LO4AS1 (2)
	5.1.2	<p>Too much money tied up in stock which could be used more usefully by buying fixed assets</p> <p>Larger expenses of handling insurance and storage</p> <p>Unused stock may deteriorate, pass its 'use by date', damaged or stolen</p> <p>If money has been borrowed to buy the stocks then there will be increased interest to pay</p> <p>Opportunities of theft might increase</p>	LO4AS1 (2)
5.2	5.2.1	White wine – dry, semi-sweet	LO4AS2
	5.2.2	Rosé wine	
	5.2.3	Dessert wine, Sweet wine, Sweet sparkling wine	(3)

- 5.3 5.3.1 At least 85% of the wine in the bottle should be the cultivar which was harvested in the year on the bottle. (2)
- 5.3.2 The volume of bottle is usually 750 ml (1)
- 5.3.3 A region, district or ward where the grapes are harvested and the wine is produced in the named area. (2)
- 5.4 5.4.1
- Wine should be sweeter than the food or else it tastes flat. LO4AS2
  - Desserts require a more intense sweetness.
  - Rich red wines go well with flavoursome red meat dishes but will overpower lighter flavoured food.
  - More simple food work well with older wines.
  - Drink white wine before red wine.
  - Drink dry wine before sweet wine.
  - Serve the best wine last. (4)
- 5.4.2 Vintages and labels on wine LO4AS4
- Proof of spirits
- Date codes on beer
- Leakage from kegs
- Unit sizes, numbers of bottles in cases
- Brands
- Broken seals
- Broken bottles, spillage and leaks (3)
- 5.5 5.5.1 They should wear their uniform with pride and dignity LO4AS4
- Keep it clean and in good repair
- Follow the care instructions on clothing labels
- Wear comfortable shoes
- Only wear jewellery if it is allowed at their stations
- They should not wear strong perfume
- They should always critically view themselves in a mirror before starting work and serving customers (5)
- 5.5.2 The tablecloth should reach the floor at the front of the table LO4AS3
- Separate tables are set for food and beverages
- Side plates are placed on the buffet table in stacks and glasses are available
- Serving equipment should be placed with each dish where necessary
- Consider focal point, colour, height, shape, simplicity and order of dishes when arranging food (4)
- 5.5.3
- Use colours with an ethnic theme – black, beige, gold, and white LO4AS3
  - Table décor should follow the theme e.g. table cloths, crockery and cutlery – animal print, flora
  - Serving dishes can be basket ware, wooden serving platters and bowls (any suitable display) (5)

- 5.5.4 Getting equipment like cutlery, crockery and tablecloths ready before a meal is served LO4AS3  
Preparing a waiter's workstation and housing all the equipment required for a particular service in a food service area  
A waiter's station should carry cutlery, crockery, glassware, service utensils, linen, tea/coffee serving equipment  
Should also carry bread serving equipment, table accompaniments, waiters' necessities and condiments (5)
- 5.5.5 It is a hot water bath  
Containers of food are placed on a rack above a shallow container of hot or steaming water LO4AS3  
It may be incorporated into hot cupboards or serving counters and may be heated by steam, gas or electricity (2)

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**





5.5.4	Kry toerusting soos eetgerei, breekware en tafeldoeke gereed voordat n maaltyd bedien word	LU4AS3
	Voorbereiding van n keïner se werkstasie en plasing van al die apparaat wat nodig is vir n bepaalde diens in n voedseldiensarea n keïner se werkstasie moet die volgende apparaat stoor, eetgerei, breekware, glasware, bedieningsgereedskap, linne, Bedieningsapparaat vir tee/koffie Apparaat vir bediening van brood, tafelbybehore, keïnerbenodigdhede en geurmiddels	(5)
5.5.5	Dit is n warmwaterbad Houers met voedsel word op n rak bokant n vlak houer met warm of stomende water geplaas Kan in warm kabinette of bedieningsstoonbanke geïnkorporeer word en word verhit deur stoom, gas of elektrisiteit	(2)

TOTAAL AFDELING D: 40

GROOTTOTAAL: 200

- 5.3 5.3.1 Minstens 85% van die wyn in die bottel moet van die kultivar wees wat in die jaar wat genoem word, geoes is. (2)
- 5.3.2 Die volume van die bottel is gewoonlik 750 ml (1)
- 5.3.3 Naam van die wyn-gebied waar die druive geoes en gemaak is. (2)
- 5.4 5.4.1 Wyn moet soeter as die kos wees, anders proe dit plat (4)
- Ryk wyne gaan goed saam met rooi vleisdisse, maar sal ligte kosse oordonder
- Eenvoudiger kosse gaan goed gepaard met ouer wyne
- Drink rooi wyn voor wit wyn
- Drink droë wyn voor soetwyn
- Bedien die beste wyn laaste
- 5.4.2 Oesjaar en etiket op wyn (4)
- LU4AS4 Proef van spiritualiteit
- Datumkodes op bier
- Lekkassies uit biervaatjies
- Eenhedsgroottes, getal bottels
- Handelsname
- Gebreekte seëls
- Gebreekte bottels, stortings en lekkassies (3)
- 5.5 5.5.1 Hulle moet hul uniform met trots en waardigheid dra (5)
- LU4AS4 Hou dit skoon en heel
- Volg die versorgingsinstruksies op die etiket
- Dra gemaklike skoene
- Dra juweliersware slegs as dit by jou stasie toegelaat word
- Moenie sterk parfuum dra nie
- Kyk altyd krities na jouself in die spieël voordat jy gaan werk en gaste bedien (5)
- 5.5.2 Die tafeldoek moet tot op die grond hang aan die voorkant van die tafel (4)
- LU4AS3 Aparte tafels word gedek vir voedsel en drank
- Stapels kleinbordjies word op die buffettafel geplaas en glase moet beskikbaar wees op die drankbuffet
- Bedieningsapparaat moet by elke dis geplaas word waar nodig
- Neem die volgende in ag wanneer voedsel gerangskik word:
- fokuspunt, kleur, hoogte, vorm, eenvoud, orde van geregte.
- 5.5.3 • Gebruik kleure soos swart, roomkleur, goud en wit vir 'n etniese tema (4)
- LU4AS3 • Tafeldekors bv. Tafeldoek, breekgoed, en eetgerei moet saamsmelt met die tema bv. Dieremotiewe, blomme ens.
- Bedieningsbode kan wees rottangmandjies, houtopdienbode en bakke (5)
- (5) enige toepaslike versierings)

4.4	4.4.1	Profiteroles is klein, ronde chouxpoffers met of 'n soet of sout vuisel.	LU3AS5	(2)
4.4.2	Choux deeg moet so na as moontlik aan bediening gevul word om	LU3AS5	te voorkom dat dit sag en pap word.	(2)
4.4.3	Lakto-ovo vegetariër			
	Dieet sluit melk, suiwel en eiers, groente vrugte en neute.			
	Geskikte disse – Kerrie eiers, groente quiche, roerbraai met neute.			
	Enige ander geskikte dis			(2)
4.4.4	Souffl��s het 'n ligte, donsigte tekstuur. Gemaak met 'n witsous of via-basis, wat gegeur is, en waarby geklopte eierwitte gevoeg word voordat dit gebak word. Kan soet of sout wees.	(enige 3)		(3)
<b>[40]</b>				

**TOTAAL AFDELING C:**

**80**

**AFDELING D: VOEDSEL – EN DRANKDIENS**

**VRAAG 5**

5.1	5.1.1	Te min voorraad om aan die behoeftes van 'n groter aanvraag te voorsien	LU4AS1	
		Gefrustreerde personeel en ongelukkige kliente weens te min voorraad		
		Jy kry nie afslag op grootmaat-aankope nie		
		Die verskaffer se pryse kan styg		
		Verlore produksie weens 'n tekort aan materiaal		(2)
5.1.2		Te veel geld is vasgevang in voorraad, kan beter gebruik word om	LU4AS1	
		vaste bates te koop		
		Groter uitgawes vir versekering en bergingsruimte		
		Ongebruikte voorraad kan agteruitgaan, verby "gebruik teen"		
		datum gaan of beskadig of gesteel word		
		As voorraad op krediet gekoop is, sal jy meer rente moet betaal.		
		Geleenthede vir diefstal neem toe		(2)
5.2	5.2.1	Witwyn – droog, semi-soet	LU4AS2	
5.2.2		Ros�� wyn		
5.2.3		Dessert wyn, Soet wyn, soet vonkelwyn		(3)



4.1.3	(a)	Marinades-is vloeistof mengsels (asyn, olie) wat gegeur word om vleis se smaak te verbeter en sagter te maak.	LU3AS5	(2)
	(b)	Bedruiping – gesmeltte vet, vleissappe of ander vloeistof word oor vleis in oond geskep om te verhoed dat dit uitdroog.		(2)
	(c)	Voorsny – die vleis, pluimvee, wildsvleis of vis word in stukke gesny om dit voor te sit of verder voor te berei. Vleis word altyd teen die grein gesny.		(2)
4.2	4.2.1	• Bouchees, Vol-au-Vents, Konfyttertjies, Vlaskeywe, Palmiers, Bief Wellington, Roomhorinkies, Fleurons	LU3AS5	(3)
4.2.2		Gekoopte en tuisgemaakte pastei-deeg kan gevries word vir tot drie maande		
		Moet goed toegemaak wees		
		Vries uitgerolde deeg deur dit oor te skuif op bakkapier, op bakkaplaat en vries onbedek tot ferm		
		MaaK toe in plastiek en bêre plat in vrieskas		(4)
4.2.3	(a)	<b>Harde kors</b> – Te veel water gebruik	LU3AS5	
		Te min vet		
		Orhanteer en uitgerol vir hantering en rol		
		Te lank gebak		
		Te veel meel op oppervlakte.		(2)
	(b)	<b>Pap kors</b> – Te veel water	LU3AS5	
		Oond te koud of nie vooraf verhit		
		Nie lank genoeg gebak		
		Te veel vuisel		
		Vuisel te "pap"		
		Deeg te dik uitgerol		(2)
4.3	4.3.1	Week boontjies in genoeg water om dit te bedek	LU3AS5	
		Kook vir vyf minute		
		Verwyder van hitte, bedek en laat staan vir een uur		
		Dreineer en gooi vloeistof weg		
		Voeg kookwater by en prut die bone tot sag		
		Moenie sout bygooi voordat bone sag is nie		(3)
4.3.2		Geriefliker om te gebruik	LU3AS5	
		Goedkoper as dierlike proteien		
		Laag in kilojoules omdat dit nie vet bevat nie		
		Plaasvervanger vir dierproteïene		
		Maklik om te berg		
		"Rek" die vleis		(3)

3.3	3.3.1	<ul style="list-style-type: none"> <li>• Internet aankope moet met 'n kredietkaart gedoen word</li> <li>• Gebruik 'n veilige verbinding</li> <li>• Gebruik 'n aanbevole webtuiste</li> <li>• Gebruik altyd 'n veilige soekenjin</li> <li>• Wees op die uitkyk vir die geslote toesluit-ikoon onder aan die skerm</li> <li>• Doen besigheid met 'n betroubare maatskappy</li> </ul>	LU3AS1	(4)
	3.3.2	<p>'n Verkooppuntstelsel is 'n stelsel waar verkope dadelik in die rekenaar ingevoer word. Die POS sisteem kan gebruik word ten einde die voorraad aan te teken asook te beheer.</p>	LU3AS1	(2)
	3.4	<ul style="list-style-type: none"> <li>• Klein, maklik om te eet happies</li> <li>• Sluit warm en koue happies in</li> <li>• Vir 'n skemerkelkierpartytjie van 2 – 3 ure sluit 3 – 5 happies per uur per persoon in</li> <li>• Vir 'n vollengte partytjie - 4 ure, 12 – 15 happies</li> <li>• As jy 10 – 20 gaste onthaal laat 6 verskillende happies toe</li> <li>• Meer as 20 gaste 8 – 10 tipes</li> <li>• Probeer om nie die hoofbestanddeel in jou hapjie te herhaal nie</li> </ul>	LU3AS4	(3)
	3.5	3.5.1 7 – 10 happies	LU3AS6	
		3.5.2 3 – 5 happies		
		3.5.3 2 – 3 happies		(3)
<b>VRAAG 4:</b>				
4.1	4.1.1	1. Dunlies	LU3AS5	
		2. Kruis		
		3. Dy		
		4. Skenkel		(4)
4.1.2		1. Stowe, Rooster, Potbraai, Pekel en Gerook	LU3AS5	
		2. Rooster, Oondbraai, Braai		
		3. Potbraai, roasts, smoorgerregte, biltong, soutvleis		
		4. Stowe, slegs klam hitte gaarmaakmetodes		(4)

**[40]**

3.1.4	<ul style="list-style-type: none"> <li>• Kies maar vleis en vleisvervangers, of vis</li> <li>• Gebruik gestoomde/gekookte groente in plaas van geroerbade</li> <li>• Gebruik 'n Groenslaai sonder slaaisous in plaas van 'n aartappelslaai</li> <li>• Gebruik minder vet in die maaltyd</li> <li>• Gebruik vetvry, afgeroomde of laeet melk wanneer die gebakte via gemaak word</li> <li>• Vermoed of beperk verfynde koolhidrate</li> <li>• Sny warm sjokolade uit</li> </ul>	(5)	LU3AS4
3.1.5	Voeding en spesifieke dieetbehoefes van verbruikers (insluitend MIV/Vigs)	(5)	LU3AS4
3.1.6	<ul style="list-style-type: none"> <li>• Nasionale en internasionale voedsel neigings</li> <li>• Kulturele uniekheid</li> <li>• Spesiale dieetbehoefes vir siektes bv. diabetes, laeet</li> <li>• Kulturele oorwegings soos Hindoes, Halaal, Kosjer, Vegetaries</li> <li>• Variëteit in tekstuur, kleur, geur, vorm, konsistensie, temperatuur, metode van voorbereiding.</li> <li>• Seisoen</li> </ul>	(5)	LU3AS2
3.2	<p>3.2.1 Koste van spyskaart: <math>R800 + R400 = R1200/25 = R48,00</math> per persoon</p> <p>3.2.2 <math>R2\ 100 - R1\ 200 = R900</math></p> <p>3.2.3 Huur, water, elektrisiteit, telefoon, huurkontrakte vir toerusting en voertuie</p> <p>3.2.4</p> <ul style="list-style-type: none"> <li>• Breekware moet in 'n stookkamer of in kaste wat kan toesluit gestoor word.</li> <li>• Moet op rakke in stapels van omtrent twaalf gestoor word.</li> <li>• Ander items moet op rakke gestoor word wat gemerk is.</li> <li>• Forsele in moet bedek word teen stof.</li> <li>• Glase moet onderstebo gestoor word sodat dit nie vol stof word nie</li> <li>• Breekware moet op gerieflike hoogte gestoor word sodat dit maklik kan afgehaal en gebêre word.</li> </ul>	(3)	(enige 3)

2.7

Verskille	Tuberkulose		MIV&Vigs
	Bakteries	Virus	
Tipe infeksie	Aanhoudende hoes		Opgeswelde kilere
	Nagsweet	Kopseer	
Simptome	Borspyn	Moegheid	Kopseer
	Hoes bloed	Moegheid	
	Verlies van eetlus en gewigsverlies	Ongewone vel uitslag	Mond en keelsere
	Moegheid	Koors	
Moontlike Behandeling	Inenting	Anti-retrovirale (ARV)	Gewigsverlies
	Medikasie	Gesonde leefstyl	
	Antibiotika	Gebalanseerde dieet	Antibiotika

(6)

LU2AS2

- Drinkwater wat geïnfekteer is
- Swak persoonlike higiëne
- Eet in die personeel eetkamer
- Vlieë besmet met menslike of diere-reste dra die siekte
- Deur nie insekte en knaagdiere vanuit die kombuis te verwyder nie

(3)

TOTAAL AFDELING B: 40

AFDELING C: VOEDSELPRODUKSIE

VRAAG 3

3.1 3.1.1 3 gange

LU3AS4

(1)

3.1.2 (a) **Voorgereg:** Botterskorsiesop, Boontjiesop, Smoorsnoek,

LU3AS4

Morogo, Sekosvoorgereg, Waterblommeties, jams. (Enige plaaslike produk maar nie dieselfde as hooftmaal)  
(b) **Hooftgereg:** Volstruis, Springbok (Wildsvleis) of enige ander tipe wildsvleis, Lekgotilloane, Aftal. ( Enige plaaslike tradisionele vleisdis)

(2)

3.1.3 **Nee**

LU3AS4

- Hulle eet nie vark nie; net lam, bees- en wildsvleis
- Moslems sal nie voedsel eet wat in die teenwoordigheid van varkprodukte voorberei was nie

(3)

2.2	• Vriendelike groet	LU2AS1
	• Help klanter met kundigheid en gesag	
	• Lewer 'n produk wat aan die verwagtinge voldoen of oorskry.	
	• Winnig en akkuraat by die kasregisiter	
	• Gee daardie "iets ekstra"	(4)
2.3	• Goedversorgde voorkoms.	LU2AS1
	• Positiewe houding	
	• Tydsbesteding	
	• Interpersoonlike vaardighede	
	• Postuur, nie leun teen toonbank - liggaamstaal	
	• Netheid	(4)
2.4	2.4.1 • Ja, die nat vadoek bevat water wat in stoom verander as gevolg van die hitte.	LU2AS3
	2.4.2 • Skroei wond	LU2AS3
	(1)	
2.4.3	Behandel vir ligte brandwonde	LU2AS3
	Hou onder koue lopende water vir 20 minute	
	Bedek met 'n steriele wondbedekking.	
	Moenie tandepasta, olies of enige salwe aansit wat nie deur 'n dokter aanbeveel is nie	
	Moenie blase stukkend steek nie	(4)
2.5	Was jou hande, polse en voorarms deeglik met warm, seperige water.	LU2AS3
	(2)	
2.6	Maak die pasiënt so gemaklik as moontlik	LU2AS3
	Hou die beseeerde gewrig stil en effens gelig	
	Plaas 'n koue kompres op die gewrig om die pyn te verminder	
	Plaas 'n verband los om die gewrig	(3)

1.5 EEN WOORD ITEMS

1.5.1	Wynwiegie, kraffie
1.5.2	18 °C (15 – 20 °C)
1.5.3	Sorbets
1.5.4	Uitreiking
1.5.5	Gelaten
1.5.6	Denne
1.5.7	Baie rou/(bleu)
1.5.8	Telemarketing
1.5.9	Franchise
1.5.10	Franse diens/Gueridon

(10)

TOTAAL AFDELING A: 40

AFDELING B: GASVRYHEIDSKONSEPTE, GESONDHEID EN VEILIGHEID

VRAAG 2

- 2.1 2.1.1 • Leerders moet vraeïyste onder personeel en ander leerlinge versprei om persoonlike behoeftes te bepaal.
  - Leerders moet waarneem wat personeel en ander leerlinge se voedselvoorkure is.
  - Leerders moet uitvind wat ander entrepreneurs doen.
  - Bepaal teikenmark.
- 2.1.2
- Sluit in en onwikkel nuwe produkte of diens.
  - Lewer konstante goeie kwaliteit produkte.
  - Verkoop produkte of diens te teen n bekostigbare prys.
  - Lewer goeie diens.
  - Wees eerlik en betroubaar, verskaf die korrekte inligting.
- (3)

- 2.1.3
- Hou dit eenvoudig – nie te vol
  - Goeie ontwerp om besigheid te bevorder
  - Gebruik logo's
  - Fokus op wat die besigheid kan bied
  - Duidelike eenvoudige taal
  - Interessante prente of foto's
  - Maak seker dat die skrif leesbaar is
  - Vermoeg te veel inligting
  - Maak gebruik van kleur
  - Gebruik woorde soos "gratis, winskopie, spaar, eksklusief"
- LU1AS1 LSHP13
- (6)

AFDELING A

VRAAG 1

1.1 MEERVOUDIGEKEUSE-VRAE

1.1.1	D
1.1.2	C
1.1.3	B, C
1.1.4	C
1.1.5	D
1.1.6	A
1.1.7	B
1.1.8	D
1.1.9	B, C
1.1.10	B
1.1.11	A
1.1.12	B
1.1.13	D
1.1.14	C

1.2 PASITEMS

1.2.1	C
1.2.2	D
1.2.3	A
1.2.4	B
1.2.5	F

1.3 PASITEMS

1.3.1	D
1.3.2	E
1.3.3	C
1.3.4	A
1.3.5	F

1.4 VUL DIE ONTBREKENDE WOORD(E) IN

1.4.1	e-aankope, aanlyn-aankope, elektroniese aankope
1.4.2	gastro-enteritis
1.4.3	teikenmark
1.4.4	kapitaal
1.4.5	voedselallergie

(5)

(5)

(5)

(15)



Province of the  
**EASTERN CAPE**  
EDUCATION

**NASIONALE  
SENIOR SERTIFIKAT**

**GRAAD 12**

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MEMORANDUM**

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