



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2014

**HOSPITALITY STUDIES
MEMORANDUM**

MARKS: 200

This memorandum consists of 12 pages.

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

	1.1.1	B ✓		
	1.1.2	C ✓		
	1.1.3	A ✓		
	1.1.4	D ✓		
	1.1.5	D ✓		
	1.1.6	B ✓		
	1.1.7	C ✓		
	1.1.8	C ✓		
	1.1.9	D ✓		
	1.1.10	C ✓	(10 x 1)	(10)
1.2	1.2.1	C ✓		
	1.2.2	F ✓		
	1.2.3	D ✓		
	1.2.4	A ✓		
	1.2.5	B ✓	(5 x 1)	(5)
1.3	1.3.1	D ✓		
	1.3.2	F ✓		
	1.3.3	E ✓		
	1.3.4	G ✓		
	1.3.5	B ✓	(5 x 1)	(5)
1.4	1.4.1	Induction ✓		
	1.4.2	Roux ✓		
	1.4.3	Policy ✓		
	1.4.4	Mise-en-place ✓		
	1.4.5	Toxin ✓		
	1.4.6	Bokkem ✓		
	1.4.7	Perishables ✓		
	1.4.8	Kosher ✓		
	1.4.9	Mirepoix ✓		
	1.4.10	Sommelier/ Wine steward ✓	(10 x 1)	(10)
1.5	1.5.1	General Safety Regulations 1031 ✓		
	1.5.2	Basic Conditions of Employment Act ✓		
	1.5.3	Labour Relations Act ✓		
	1.5.4	Hygiene Regulations R918 ✓		
	1.5.5	Aliens Control Act ✓	(5 x 1)	(5)
1.6	1.6.1	B ✓		
	1.6.2	C ✓		
	1.6.3	E ✓		
	1.6.4	F ✓		
	1.6.5	H ✓	(5 x 1)	(5)

TOTAL SECTION A: 40

SECTION B: KITCHEN AND RESTAURANT OPERATIONS, HYGIENE, SAFETY AND SECURITY**QUESTION 2**

- 2.1 2.1.1
- Check the quantity of the goods, which includes number, weight and size. ✓
 - Check the quality of goods, which includes grade, appearance, temperature, condition of the packaging and colour. ✓
 - Check that the delivery note or invoice is correct. ✓
 - Check the supply against the purchase order. ✓
 - Check the shelf life or expiry date. ✓
 - Look for any pests' infestation in the packaging or crates. ✓
 - Check specifications such as frozen, dried, paste, purée etc. ✓
- (Any 4 x 1) (4)
- 2.1.2
- Receiving areas should be clean and free from litter. ✓
 - Waste bins and empty return boxes should be kept safe and tidy. ✓
 - Packaging for the received stock should not be damaged. ✓
 - Trolleys and stacking shelves should be suitable for heavy items. ✓
 - Do not overload trolleys. ✓
 - Lifting heavy items should be done in such a manner that will prevent injuries. ✓
- (Any 2 x 1) (2)
- 2.1.3
- Description of the item. ✓
 - A bin number. ✓
 - Date for every time an item is received or issued. ✓
 - The quantity received or issued. ✓
 - The balance left in the storeroom. ✓
 - The value of stock available. ✓
 - Minimum stock level needed in the storeroom. ✓
 - Maximum stock level allowed in the storeroom. ✓
- (Any 3 x 1) (3)
- 2.2 2.2.1 Salmonella ✓ (1)
- 2.2.2
- Diarrhoea ✓
 - Vomiting ✓
 - Fever ✓
 - Headache ✓
- (Any 3 x 1) (3)

2.2.3	FOOD SPOILAGE	FOOD POISONING
	Caused by enzymes, micro-organisms, bruises, damage by insects and pests. ✓	Caused by harmful micro-organisms. ✓
	Effect can be seen, tasted or smelled. ✓	Effect cannot be seen, tasted or smelled. ✓
	Food would not necessarily make one sick. ✓	It may cause illness. ✓

(Any TWO comparisons) (4)

- 2.2.4
- Heat small quantities at a time. ✓
 - Stir frequently. ✓
 - Heat food as close to serving time as possible. ✓
 - Never reheat food on a Bain marie as the temperature rises too slowly. ✓
 - Heat must entirely penetrate food. ✓
 - Reheat food to at least 75 °C to ensure that all microbes are killed. ✓
- (Any 2 x 1) (2)

2.3 2.3.1 Robbery/Armed robbery. ✓ (1)

- 2.3.2
- Stay calm. ✓
 - Cooperate with the robbers / Do exactly as you are told. ✓
 - Keep your eyes down and do not make eye contact with the attackers. ✓
 - Keep your hands where the attackers can see them. ✓
 - Tell the guests to do the same / Calm guests. ✓
 - Do not make any smart comments or sudden moves. ✓
 - Do not draw a firearm. ✓
 - Press the alarm button if possible. ✓
 - (Any relevant answer.)
- (Any 4 x 1) (4)

- 2.3.3
- Guests and staff should not be able to see the keys board from the reception counter. ✓
 - Unauthorised persons must never be able to access keys or key cards. ✓
 - Guests should sign for their room keys, when receiving them and when handing them back. ✓
 - Keys and key cards should be kept in a locked cupboard or drawer. ✓
 - Change the locks of keys that are lost and keep a proper record of locks that have been changed. ✓
 - Keys should not have room numbers on them. ✓
 - Ask for guest's identification before releasing another key or card. ✓
- (Any 3 x 1) (3)

- 2.3.4
- The parking should be safe and secure, and should provide safe access from the parking area to the restaurant. ✓
 - Guests should be restricted to guest areas. ✓
 - Staff should be clearly identifiable by their uniforms. ✓
 - There should be an effective security system which includes a contract with a professional armed response service provider. ✓
 - A system of code words will make staff aware of threats and possible incidents. ✓
 - Staff should have regular emergency drills. ✓
 - There should be a clear system of managing cash. ✓
 - Access to a facility can be controlled by a security gate activated from within the restaurant. ✓

(Any 3 x 1) (3)

TOTAL SECTION B: 30

SECTION C: NUTRITION AND MENU PLANNING, FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 Total cost of ingredients:

$$\text{Potatoes} - \frac{500 \text{ g}}{1\,000 \text{ g}} \times \text{R}14,99 \checkmark$$

$$= \text{R}7,50 \checkmark$$

$$\text{Egg} - \frac{1}{12} \times \text{R}12,50 \checkmark$$

$$= \text{R}1,04 \checkmark$$

$$\text{Margarine} - \frac{25 \text{ g}}{500 \text{ g}} \times \text{R}19,45 \checkmark$$

$$= \text{R}0,97 \checkmark$$

$$\text{White pepper} - \frac{1 \text{ g}}{15 \text{ g}} \times \text{R}10,50 \checkmark$$

$$= \text{R}0,70 \checkmark$$

$$\text{Total Cost} = \text{R}10,21 \checkmark$$

(9)

$$3.1.2 \text{ Selling Price} = \text{R}10,21 \times \frac{45}{100} \checkmark$$

$$= \text{R}4,59 \checkmark$$

$$\text{Selling Price} = \text{R}10,21 + \text{R}4,59 \checkmark$$

$$= \text{R}14,80 \checkmark$$

(4)

$$3.1.3 \bullet \text{ Overhead costs} \checkmark$$

$$\bullet \text{ Labour costs} \checkmark$$

(2)

3.2 3.2.1 Not suitable \checkmark – Muslims do not consume pork (Grilled Pork Chops). \checkmark

– They do not consume alcohol (Sherry Cream Sauce). \checkmark

(3)

3.2.2 Saltwater fish \checkmark

(1)

3.2.3 \bullet When heat is applied to fish, the protein coagulates. \checkmark

\bullet Collagen in the connective tissue changes to gelatine. \checkmark

\bullet The flesh turns from translucent to white. \checkmark

\bullet The flesh separates into flakes. \checkmark

\bullet The flesh separates from bones. \checkmark

\bullet Too much heat will harden and toughen the flesh. \checkmark (Any 4 x 1) (4)

3.2.4 \bullet Beurre blanc / Butter sauce. \checkmark

\bullet Vegetables-coulis. \checkmark

(2)

3.2.5 \bullet Buffalo, Kudu, Gemsbok, Wildebeest, Eland, Springbok, Blesbok, Warthog, Impala, Crocodile, Ostrich, Rabbit, etc. \checkmark

(Any relevant answer)

(Any 3 x 1) (3)

- 3.2.6 • Butternut – Gourds and squashes ✓
- Carrots – Roots. ✓
- Mushroom – Fungi / Caps and stems ✓ (3)

- 3.2.7 • Where possible, vegetables should be eaten raw. ✓
- Prepare and cook vegetables as close to serving as possible. ✓
- Always use a sharp knife. ✓
- Peel vegetables only when absolutely necessary. ✓
- Do not soak vegetables in water after you have prepared them. ✓
- Cut vegetables in even sizes or shred. ✓ (Any 4 x 1) (4)

- 3.3 • The nutrition and food group requirement. ✓
 - The age group of the guests. ✓
 - The gender of the guests. ✓
 - The religious, social and cultural traditions of guests. ✓
 - The dietary needs and preferences of the guests. ✓
 - The season. ✓
 - The time of the day. ✓
 - The number of guests. ✓
 - The duration of the event. ✓
 - (Any relevant answer.) (Any 5 x 1) (5)
- [40]**

QUESTION 4

- 4.1 4.1.1 Koeksisters ✓ (1)
- 4.1.2
- To release the carbon dioxide and to break up the large air bubbles. ✓
 - To relax the gluten. ✓
 - To develop a finer texture. ✓ (Any 2 x 1) (2)
- 4.1.3 (i) Small volume – Under proofed ✓
– Too little yeast ✓
– Too much sugar or shortening ✓ (Any 2 x 1) (2)
- (ii) Large holes in the crumb – Too much kneading ✓
– Too much yeast ✓ (2)
- 4.2 4.2.1
- Chemical raising agent – Baking powder ✓
 - Physical raising agent – Air ✓ (2)
- 4.2.2
- Cakes should be light with good volume. ✓
 - They should have a good colour golden brown colour. ✓
 - They should be evenly shaped and not sunken or risen to a peak. ✓
 - They should have no cracks. ✓
 - They should have no tunnels. ✓
 - They should be tender and not too crumbly. ✓
 - They should not be soggy and heavy. ✓
 - Should have a good delicate flavour. ✓ (Any 3 x 1) (3)
- 4.3 4.3.1 Trussing ✓ (1)
- 4.3.2
- To ensure even cooking of poultry. ✓
 - To give the chicken an attractive appearance. ✓
 - To hold the shape of a bird. ✓
 - It keeps the stuffing intact during cooking. ✓ (Any 3 x 1) (3)
- 4.3.3 Roasting ✓ (1)
- 4.3.4
- The packaging should be neat, clean and not damaged. ✓
 - There should be no liquid or ice visible in the packaging. ✓
 - Check the sell-by date. ✓
 - Check that it does not smell bad. ✓
 - The flesh should be firm. ✓
 - The end of the breast bone should be soft and flexible. ✓
 - The skin should be white, unbroken with no bruises and dark spots. ✓
 - Check that all feathers have been removed. ✓ (Any 4 x 1) (4)

- 4.4 • Store in the refrigerator. ✓
- Loosely wrap in a damp cloth or paper towel to keep it fresh. ✓
- Keep at a cool temperature of 2–7 °C. ✓ (Any 2 x 1) (2)

4.5

ENGLISH MUSTARD	FRENCH MUSTARD
<ul style="list-style-type: none"> • Is a strong flavoured mustard. ✓ • It has no vinegar in it. ✓ • It may contain lemon juice. ✓ 	<ul style="list-style-type: none"> • Is milder in taste. ✓ • It has vinegar in it. ✓ • It may contain white or red wine. ✓

(Any 1 each) (2)

4.6 4.6.1 Clear soup ✓ (1)

4.6.2 Julienne of leeks, carrots, celery and turnips ✓ (1)

- 4.6.3
- All ingredients should be fresh. ✓
 - Meat should not contain too much fat, as it will make the soup greasy. ✓
 - Vegetables should be brightly coloured, to give the soup an attractive appearance.
 - Use tougher, less expensive cuts of meat.
 - Check that the vegetables are not bad or mouldy.
 - Choose seasonal vegetables as primary ingredients. (Any 4 x 1) (4)

4.6.4

WHITE STOCK	BROWN STOCK
<ul style="list-style-type: none"> • Bones are blanched to ensure pale colour. ✓ 	<ul style="list-style-type: none"> • Bones and mirepoix are browned in an oven to ensure rich dark colour. ✓

(2)

- 4.6.5
- Once the stock starts to boil, it should be reduced to a simmer. ✓
 - Frequently skim and scum, like the fat and impurities that come to the surface. ✓
 - Keep the water level above the bone. Add water if the stock reduces below this level. ✓
 - Simmer for the recommended length of time and never allow it to boil. ✓
 - Salt should not be added to stock. ✓ (Any 3 x 1) (3)

4.6.6 Stewing ✓ (1)

- 4.6.7
- Store in a cool, dry and dark place. ✓
 - Store at room temperature. ✓
 - It must be packed in an airtight container. ✓ (3)
- [40]**

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS, FOOD AND BEVERAGE SERVICE**QUESTION 5**

- 5.1
- Setting and maintain standards for service. ✓
 - Drawing up staff time-tables. ✓
 - Managing function bookings. ✓
 - Training staff. ✓
 - Appointing new staff. ✓
 - Employs and dismiss staff. ✓
 - Responsible for the discipline and behaviour of staff. ✓
 - Organise and controls the restaurant and special functions. ✓
 - Responsible for the smooth operation of the restaurant. ✓ (Any 4 x 1) (4)
- 5.2
- 5.2.1 Occupational Health and Safety Act ✓ (1)
- 5.2.2
- Employer will be guilty of a criminal offence. ✓
 - The employer could be fined as much as R100 000. ✓
 - She/he could be sentenced to two years imprisonment. ✓
 - The establishment could be closed down. ✓
 - The court can order the employer to obey the rules of the act within a set period of time. ✓ (Any 3 x 1) (3)
- 5.2.3
- Compile workplace policies and guidelines for health and safety. ✓
 - Set up workplace health and safety committees. ✓
 - Elect health and safety representatives for all work areas. ✓
 - Ensure that all systems and machinery are safe. ✓
 - Ensure that all potential hazards are eliminated. ✓
 - The workplace should be free of risks. ✓
 - Ensure proper training and supervision of staff. ✓ (Any 4 x 1) (4)
- 5.3
- Food poisoning outbreaks and sometimes deaths. ✓
 - Food contaminations and customer complaints. ✓
 - Pest infestations. ✓
 - Medical treatment and hospitalisation of guests and medical claims. ✓
 - Loss of productivity of workers. ✓
 - Damage to the reputation of the establishment. ✓
 - Loss of income. ✓
 - Closure of the hospitality establishment. ✓
 - Loss of jobs for employees. ✓
 - Loss of customers. ✓
 - Fines or prison sentences. ✓ (Any 5 x 1) (5)

- 5.4 5.4.1
- Chefs are all wearing chef's jackets. ✓
 - Long sleeved and double-breasted chef's jackets. ✓
 - They are wearing chef's hats / Hair is covered with a hat. ✓
 - They are wearing aprons. ✓
 - Wearing flat comfortable shoes. ✓
 - No jewellery. ✓
 - Male chefs are clean shaven. ✓
- (Any 5 x 1) (5)
- 5.4.2
- Good communication skills. ✓
 - Ability to handle budgets. ✓
 - Ability to organise efficient work schedules. ✓
 - A general knowledge of the skills and activities of all their workers. ✓
 - Ability to select and train staff. ✓
- (Any 3 x 1) (3)
- [26]**

QUESTION 6

- 6.1 6.1.1 Table d' hôte. ✓ (1)
- 6.1.2
- Wash the glasses in warm soapy water. ✓
 - Rinse in clean warm water and place it upside down. ✓
 - Steam glasses over a bowl of boiling water. ✓
 - Polish using clean, dry cloth. ✓
- (Any 3 x 1) (3)
- 6.1.3
- Start by cleaning the entire room. ✓
 - Prepare the venue and create a pleasant atmosphere. ✓
 - The interior design and décor should blend with the theme of the restaurant. ✓
 - The colour should create a warm welcoming atmosphere. ✓
 - Position the tables and chairs correctly once you have completed the cleaning. ✓
 - Set up the tables according to the type of meal to be served. ✓
 - Make sure that there is sufficient space around the tables for the waiters to pass through. ✓
 - Choose music that enhances the theme and type of food on offer. ✓
 - Music should not be overwhelming; customers should be able to hear one another. ✓
 - Room temperature should be comfortable. ✓
 - Ensure that the room is well ventilated. ✓
- (Any 4 x 1) (4)

- 6.1.4
- Crumbing down should be performed after the main course and before serving the dessert. ✓
 - Hold the plate just under the edge of the table with your left hand. ✓
 - Hold a folded serviette with your right hand or between the fork and a spoon. ✓
 - Brush down from the guest's left starting on the right of the host. ✓
 - Brush down crumbs on the plate using the folded serviette. ✓
 - Pull down the handle of the piece of dessert cutlery facing you. ✓
 - Continue anti-clockwise and finish with the host. ✓ (Any 4 x 1) (4)
- 6.2
- The competency of the staff. ✓
 - The tables most frequently used by guests. ✓
 - The physical attractiveness of the station. ✓
 - The distance from the kitchen. ✓
 - The number of covers to be served. ✓ (Any 4 x 1) (4)
- 6.3
- Place the bill in a small plate and present it to the host. ✓
 - The bill should be folded or placed in a billfold so that the amount cannot be seen by the other guests. ✓
 - Present the bill from the left hand side. ✓
 - If there is no host, place the bill in the centre of the table. ✓
 - Allow enough time for the guests to place the correct amount of money in the folder. ✓ (Any 4 x 1) (4)
- 6.4
- Plate service ensures better portion control. ✓
 - There is less wastage. ✓
 - Specialised training in terms of serving food from the platter is not required. ✓
 - More creativity from the chef who plates the food. ✓ (Any 3 x 1) (3)
- 6.5 Cake lifter ✓ – It is used for serving slices of cake and tarts. ✓ (2)
- [25]**

TOTAL SECTION D: 50
GRAND TOTAL: 200

- 6.1.4 • Afkummeling moet plaasvind na die hoofereg en voor die nagereg bedien word. ✓
 • Hou die bord net onder die rand van die tafel met jou linkerkant. ✓
 • Hou 'n gevoude servette met jou regterhand of tussen die vurk en die lepel. ✓
 • Borsel af van die gas se linkerkant beginnende by die regte kant van die gashoer. ✓
 • Borsel krummels af op die bordjie met die servette. ✓
 • Trek die handvatsel van die nageregtoerusting wat na jou wys af. ✓
 • Gaan voort antikloksgewys en eindig by die gashoer. ✓
 (4) (Enige 4 x 1)
- 6.2 • Die bekwaamheid van die personeel. ✓
 • Tafels wat die meeste deur gaste gebruik word. ✓
 • Fisiese aantreklikheid van die stasie. ✓
 • Afstand van die kombuis. ✓
 • Aantal dekkelke wat bedien moet word. ✓
 (4) (Enige 4 x 1)
- 6.3 • Plaas die rekening op 'n klein bordjie en gee dit aan die gashoer. ✓
 • Die rekening moet gevou wees of in 'n rekeninghouer geplaas word sodat dit nie deur die ander gaste gesien word nie. ✓
 • Bied die rekening van die linkerkant af aan. ✓
 • Indien daar geen gashoer is nie, plaas die rekening in die middel van die tafel. ✓
 • Gee genoeg tyd vir die gaste om die korrekte hoeveelheid geld in die rekeninghouer te plaas. ✓
 (4) (Enige 4 x 1)
- 6.4 • Bordbediening verseker beter posiebeheer. ✓
 • Daar is minder vermorsing. ✓
 • Gespecialiseerde opleiding in terme van bediening van voedsel vanaf die opdienbode na die gas se bord is nie nodig nie. ✓
 • Meer kans vir sjef wat kos opdien om kreatief te wees. ✓
 (3) (Enige 3 x 1)
- 6.5 Koekspeen ✓ – Word gebruik om snye koeke en tertte te bedien. ✓
 (2)

[25]

TOTAAL AFDELING D: 50
 GROOTTOTAAL: 200

VRAAG 6

6.1 6.1.1

Table d' hôte. ✓

(1)

6.1.2

- Was die glase in warm seperige water. ✓
- Spoel in skoon warm water af en plaas onderstebo. ✓
- Stoom glase oor bak met warm water. ✓
- Politoer deur 'n skoon droë lap te gebruik. ✓

(3) (Enige 3 x 1)

6.1.3

- Begin deur die hele lokaal skoon te maak. ✓
- Berei die lokaal voor en skep 'n aangename atmosfeer. ✓
- Die interieur ontwerp en versierings moet pas by die tema van die restaurant. ✓
- Die kleur moet 'n warm, verwelkomende atmosfeer skep. ✓
- Positioneer die tafels en stoele op die regte plek sodra jy die skoonmaakproses afgehandel het. ✓
- Dek tafels ooreenkomstig met die soorte maaltyd wat bedien sal word. ✓
- Maak seker dat daar voldoende ruimte rondom die tafels is vir die kelners om deur te beweeg. ✓
- Kies die musiek wat die tema en die soorte kos wat aangebied word verhef. ✓
- Musiek moet nie oorweldigend wees nie; gaste moet mekaar kan hoor. ✓
- Kamertemperatuur moet gemaklik wees. ✓
- Verseker dat die kamer goed geventileer is. ✓

(4) (Enige 4 x 1)

5.4 5.4.1

- Sjefs dra almal sjefbaadjies. ✓
- Langmou en dubbelbors-sjefbaadjies. ✓
- Hulle dra sjetthoede./ Hulle hare is bedek. ✓
- Hulle dra voorskote. ✓
- Dra plat gemaklike skoene. ✓
- Geen juwele. ✓
- Manssjefs is kaal geskeer. ✓

(5) (Enige 5 x 1)

5.4.2

- Goëe kommunikasievaardigheid. ✓
- Vermoë om begrotings te hanteer. ✓
- Vermoë of effektiwede dienstroosters te organiseer. ✓
- 'n Algemene kennis van die vaardighede en aktiwiteite van al die werknemers. ✓
- Vermoë om personeel te kies en op te lei. ✓

(3) (Enige 3 x 1)

[25]

AFDELING D: SEKTORE EN LOOPBANE, VOEDSEL EN DRANKBEDIENING

VRAAG 5

- 5.1 • Opstel en onderhou van diensstandarde. ✓
 • Opstel van personeeldiensoosters. ✓
 • Bestuur funksie besprekings. ✓
 • Personeelopleiding. ✓
 • Stel nuwe personeel aan. ✓
 • Aanstel en afdank van personeel. ✓
 • Verantwoordelik vir die dissipline en optrede van personeel. ✓
 • Organiseer en kontroleer die restaurant en spesiale funksies. ✓
 • Verantwoordelik vir die gladdede verloop van die restaurant. ✓ (Enige 4 x 1) (4)
- 5.2 5.2.1 Die Wet op Beroepsgeondheid en -Veiligheid ✓ (1)
- 5.2.2 • Werkgegewer sal aan 'n kriminele oortreding skuldig wees. ✓
 • Werkgegewer kan soveel as R100 000 boet word. ✓
 • Hy/Sy kan twee jaar tronkstraf kry. ✓
 • Die onderneming kan toegemaak word. ✓
 • Die hof kan die eienaar aanbeveel om die reëls van die wet binne 'n sekere tydperk te gehoorsaam. ✓ (Enige 3 x 1) (3)
- 5.2.3 • Werkspiek geondheid- en veiligheidsbeleid en riglyne saam te stel. ✓
 • Werkspiekgeondheid- en veiligheidskomitees saam te stel. ✓
 • Geondheid- en veiligheidsverteenwoordigers vir alle werkaras aanstel. ✓
 • Versker dat alle stelsels en masjinerie veilig is. ✓
 • Versker dat alle moontlike gevare geëlimineer is. ✓
 • Die werksplek moet risiko vry wees. ✓
 • Versker behoorlike opleiding en toesig van personeel. ✓ (Enige 4 x 1) (4)
- 5.3 • Uitbreek van voedselvergiftiging en somtyds sterftes. ✓
 • Voedselbesmetting en klant klages. ✓
 • Plaë infestasië. ✓
 • Mediese behandeling en hospitalisering van gaste en mediese eise. ✓
 • Verlies aan produktiwiteit van werkers. ✓
 • Skade aan die reputasie van die onderneming. ✓
 • Verlies aan inkomste. ✓
 • Sluiting van die gasvryheidsonderneming. ✓
 • Verlies aan werkgelëentheid vir werknemers. ✓
 • Verlies aan kliente. ✓
 • Boetes of tronkstraf. ✓ (Enige 5 x 1) (5)

80 TOTAAL AFDELING C:

[40]

- Bewaar in 'n koel, droë en donker plek. ✓
- Bewaar teen kamertemperatuur. ✓
- Dit moet in 'n lugdigte houer bewaar word. ✓

4.6.6 Stowe ✓ (1)

- Wanneer aftreksel begin kook, moet dit na prut omgeskakel word. ✓
- Skep die onsuiverhede gereeld af, soos die vet en onsuiverhede wat na die oppervlak toe kom. ✓
- Hou die watervlak bo die bene. Voeg water by indien die aftreksel laer as die vlak daal. ✓
- Prut vir die voorgestelde tyd en moenie dit laat kook nie. ✓
- Sout moenie by 'n aftreksel gevoeg word nie. ✓ (Enige 3 x 1)

<ul style="list-style-type: none"> • Bene word geblansjeer om ligte kleur te gee. ✓ • Bene en mirepoix word eers gerooster om 'n ryk donker kleur te verseker. ✓ 	
WIT AFTREKSEL	BRUIN AFTREKSEL

- Alle bestanddele moet vars wees. ✓
- Vleis moet nie te vetterig wees nie want dit sal die sop olierig maak. ✓
- Groente moet helder kleure het om die sop 'n aantreklike voorkoms te gee.
- Gebruik fermier, goedkoper vleissnitte.
- Stel vas of die groente nie sleg of skimmelig is nie.
- Kies seisoenale groente as hoofbestanddele.

4.6.2 Julienne van preie, wortels, seldery en raap ✓ (1)

4.6 4.6.1 Helder sop ✓ (1)

<ul style="list-style-type: none"> • Sterk geur mosterd. ✓ • Bevat nie asyn nie. ✓ • Bevat suurlemoensap. ✓ 	<ul style="list-style-type: none"> • Minder sterker geur. ✓ • Bevat asyn. ✓ • Mag wit- of rooiwyn bevat. ✓
ENGELSE MOSTERD	FRANSE MOSTERD

- Stoor in die yskas. ✓
- Los toegedraai in 'n kiam lap of papierhanddoek om dit vars te hou. ✓
- Hou by 'n koel temperatuur van 2-7°C. ✓ (Enige 2 x 1)

VRAAG 4

- 4.1 4.1.1 Koeksisters ✓ (1)
- 4.1.2 Om koolstofdoksied vry te stel en om die groot lugborrels af te breek. ✓
- Om die gliuten te laat ontspan. ✓
 - Om n fynere tekstuur te ontwikkel. ✓
- (Enige 2 x 1) (2)
- 4.1.3 (i) Swak volume – Onbehoorlike fermentasie ✓
- Te min gis ✓
 - Te veel suiker of smeer ✓
- (Enige 2 x 1) (2)
- (iii) Groot gate in tekstuur – Te veel geknie. ✓
- Te veel gis. ✓
- (2)
- 4.2 4.2.1 Chemiese rysmiddel – Bakpoeler ✓
- Fisiese rysmiddel – Lug ✓
- (2)
- 4.2.2 Koekke moet lig wees met goeie volume. ✓
- Dit moet n goeie kleur het/goudbruin kleur. ✓
 - Egally gevorm en nie in die middel ingesak of met n buit uitgerys nie. ✓
 - Geen barste bo-op nie. ✓
 - Geen tonnels nie. ✓
 - Dit moet sag en nie te krummeilig wees nie. ✓
 - Nie te klam en swaar nie. ✓
 - n Aangename en delikate geur het. ✓
- (Enige 3 x 1) (3)
- 4.3 4.3.1 Vasbind ✓ (1)
- 4.3.2 Om te verseker dat die pluimvee eweredig kook. ✓
- Om die hoender n aanloklike voorkoms te gee. ✓
 - Om die vorm van die voel te behou. ✓
 - Hou die vuisel in plek tydens gaarmaak. ✓
- (Enige 3 x 1) (3)
- 4.3.3 Rooster ✓ (1)
- 4.3.4 Die verpakking moet netjies, skoon en sonder skeurtjies wees. ✓
- Geen vloeistof, water of ys moet in die verpakking sigbaar wees nie. ✓
 - Gaan die verkoop-teen datum na. ✓
 - Stel vas dat dit nie sleg ruik nie. ✓
 - Die vlees moet ferm wees. ✓
 - Die punt van die borsbeen moet sag en buigbaar wees. ✓
 - Vlees moet wit, geen stukkende plekke en daar moet geen kneusplekke of donker kolle wees nie. ✓
 - Kyk of al die vere verwyder is. ✓
- (Enige 4 x 1) (4)

[40]

(5) (Enige 5 x 1)

(4)

(Enige 4 x 1)

(3)

- Die veristes ten opsigte van voeding en voedselgroepe. ✓
 - Die ouderdomsgroep van die gaste. ✓
 - Die geslag van die gaste. ✓
 - Die geloof, sosiale en kulturele tradisies van die gaste. ✓
 - Die dieetveristes en persoonlike voorkeure van gaste. ✓
 - Die seisoen. ✓
 - Tyd van die dag. ✓
 - Aantal gaste. ✓
 - Die duur van die funksie. ✓
- (Enige relevante antwoord)
- Botterskorsie – Pampoene en skorsies ✓
 - Wortels – Wortels ✓
 - Sampoene – Swamme ✓
- 3.2.6
- Waar moontlik moet groente rou geëet word. ✓
 - Berei en kook groente so na aan bedieningstyd as moontlik. ✓
 - Gebruik altyd 'n skerp mes. ✓
 - Skil groente sleg wanneer die absoluut noodsaaklik is. ✓
 - Moenie groente in water week nadat dit voorberei is nie. ✓
 - Sny groente in gelyke groottes of versnipper dit. ✓
- 3.2.7

AFDELING C: VOEDSEL EN SPYSKAARTBEPLANNING, VOEDSEL-KOMMODITEITE
VRAAG 3

- 3.1 3.1.1 **Totale koste van bestanddele:**
- Aartappels - $\frac{1}{500g} \times R14,99 \checkmark$
 - Eiers - $\frac{1}{12} \times R12,50 \checkmark$
 - Margarien - $\frac{25}{500g} \times R19,45 \checkmark$
 - Witpeper - $\frac{1}{9} \times R10,50 \checkmark$
 - Totale koste = R0,70 \checkmark
 - Totale koste = R10,21 \checkmark
- 3.1.2 Verkoopprys = $R10,21 \times \frac{45}{100} \checkmark$
 = R4,59 \checkmark
- Verkoopprys = R10,21 + R4,59 \checkmark
 = R14,80 \checkmark
- 3.1.3
- Oorhoofse koste \checkmark
 - Arbeidskoste \checkmark
- 3.2 3.2.1 Nie-geskik \checkmark – Moslems eet nie varkveis nie (Geroosterde Varkjops). \checkmark
 – Hulle gebruik nie alkohol nie (Sjerrieroomsous). \checkmark
- 3.2.2 Soutwatervis \checkmark
- 3.2.3
- Wanneer hitte toegepas word, koaguleer die proteïne. \checkmark
 - Kollageen in die bindweefsel verander na gelatien. \checkmark
 - Die vlees verander van deurskynend na wit. \checkmark
 - Die vlees skei in vlokkes af. \checkmark
 - Die vlees breek van die been af. \checkmark
 - Ormatige hitte sal die vlees hard en taai maak. \checkmark
- (Enige 4 x 1)
- 3.2.4
- Beurre blanc / Bottersous. \checkmark
 - Groente-coulis. \checkmark
- (2)
- 3.2.5
- Buffel, Koedoe, Gemsbok, Wildebees, Eland, Springbok, Biesbok, Vlakvark, Impala, Krokodil, Volstruis, Haas, ens. \checkmark
- (Enige gepaste antwoord)
- (Enige 3 x 1)

TOTAAL AFDELING B: 30

- 2.3.4 • Die parkeering moet veilig wees en veilige toegang van die parkeerarea na die restaurant bied. ✓
- Gaste moet tot die areas spesifiek vir gaste beperk word. ✓
 - Personeel moet duidelik aan hul uniforms uitgekken word. ✓
 - Daar moet 'n kontak met 'n professionele gewapende reaksiediensverskaffer wees en 'n effektiewe sekuriteitsstelsel. ✓
 - 'n Stelsel van kodewoorde sal personeel van moontlike voorvalle en bedreigings bewus maak. ✓
 - Personeel moet gereelde nooddoerlinge uitvoer. ✓
 - Daar moet 'n duidelike stelsel van kontakthantiering wees. ✓
 - Toegang tot 'n fasiliteit kan beheer word met 'n veiligheidshek wat van binne die restaurant beheer word. ✓
- (3) (Enige 3 x 1)

- Gaste en personeel moet nie die sleutelbord vanaf die ontvangsarea af kan sien nie. ✓
 - Ongemagtigde persone moet nooit toegang tot sleutels of sleutelkaarte verkry nie. ✓
 - Gaste moet teken vir hulle kamersleutels, nadat hulle dit ontvang het en nadat hulle dit terug gebring het. ✓
 - Sleutels en sleutelkaarte moet in 'n geslote kas of laai gebêre word. ✓
 - Verander die slotte van sleutels wat verloor het en hou regte verslag van die slotte wat verander was. ✓
 - Sleutels moet nie kamernommers op hulle het nie. ✓
 - Gaste behoort vir identifikasie gevra word voordat enige ander sleutels of sleutelkaart uitgereik word. ✓
- (3) (Enige 3 x 1)

- Bly kalm. ✓
 - Ko-opereer met die rowers./ Doen presies wat vir jou gesê word. ✓
 - Kyk af en moenie met die aanvallers oogkontak maak nie. ✓
 - Hou jou hande waar die aanvallers dit kan sien. ✓
 - Vertel die gaste om dieselfde te doen./ Kalmte maak nie. ✓
 - Moet nie enige slim opmerkings of skielike bewegings maak nie. ✓
 - Moenie 'n vuurwapen uithaal nie. ✓
 - Druk die alarm indien moontlik. ✓
 - (Enige geskikte antwoord.)
- (4) (Enige 4 x 1)

2.3 2.3.1 Roof/Gewapende roof ✓

- Verhit klein hoeveelhede op 'n tyd. ✓
 - Roer gereeld. ✓
 - Herverhit kos so na as moontlik aan bedieningstyd. ✓
 - Moet nooit kos in 'n Bain-marie verhit nie omdat die temperatuur te stadig styg. ✓
 - Hittede kos heetmal deurdring. ✓
 - Herverhit kos teen 75 °C om te verseker dat mikro-organismes doodgemaak is. ✓
- (2) (Enige 2 x 1)

(4) (Enige TWEE vergelykings)

VOEDSELBEDERF	Veroorsaak deur ensieme, mikro-organismes, knusings, beskadiging deur insekte en plaë. ✓
VOEDSELVERGIFTIGING	Veroorsaak deur skadelike mikro-organismes. ✓
Effek kan gesien, geproe of word. ✓	Effek kan nie gesien, geproe of geruk word nie. ✓
Kos sal nie noodwendig jou siek maak nie. ✓	Dit kan siekte veroorsaak. ✓

2.2.3

AFDELING B: KOMBUIS EN RESTAURANTWERKSAAMHEDE, HIGIENE, VEILIGHEID EN SEKURITEIT

VRAAG 2

- 2.1 2.1.1 • Kontroleer die gehalte van goedere, insluitende die aantal, gewig en grootte. ✓
- Kontroleer die hoeveelheid goedere insluitend die graad, voorkoms, temperatuur, toestand van verpakking en kleur. ✓
- Kontroleer die afliweringstrokie teenoor die aankoopbestelvorm. ✓
- Kontroleer dat die afleweringsnota korrek is en dat al die papierwerk in orde is. ✓
- Kontroleer die raketwe en kyk na die vervaldatum. ✓
- Kyk vir enige pes-infestasies in die pakkette en kratte. ✓
- Kontroleer die produkspesifikasies, soos gevries, gedroog, pasta, puree ens. ✓
- 2.1.2 • Ontvangsarea moet skoon en sonder vullis wees. ✓
- Aftaldromme moet leeg wees en lê teruggee bokse moet veilig en skoon gehou word. ✓
- Verpakking van ontvangde voorraad moet nie beskadig wees nie. ✓
- Waentjies en oppakke moet geskik vir swaar items geskik wees. ✓
- Moet nie waentjies oortaa nie. ✓
- Die lig van swaar items moet op so 'n manier gedoen word dat beserings vermy word. ✓
- (2) (Enige 2 x 1)
- 2.1.3 • Beskrywing van die items. ✓
- Aanvaagnommer. ✓
- Datum van elke keer wat 'n item ontvang en uitgereik word. ✓
- Die hoeveelheid ontvang en uitgereik. ✓
- Die balans in die stoorkamer oor. ✓
- Die waarde van voorraad beskikbaar. ✓
- Minimum voorraadvlak in die stoorkamer benodig. ✓
- Maksimum voorraadvlak in die stoorkamer benodig. ✓
- (3) (Enige 3 x 1)
- 2.2 2.2.1 Salmonella ✓
- 2.2.2 • Diarree ✓
- Braking ✓
- Koors ✓
- Hoofpyn ✓
- (3) (Enige 3 x 1)

AFDELING A

VRAAG 1

1.1 MEERVONDIGEKEUSE-VRAE

1.1	B ✓	1.1.1		
	C ✓	1.1.2		
	A ✓	1.1.3		
	D ✓	1.1.4		
	D ✓	1.1.5		
	B ✓	1.1.6		
	C ✓	1.1.7		
	C ✓	1.1.8		
	D ✓	1.1.9		
	C ✓	1.1.10		(10) (10 x 1)
1.2	C ✓	1.2.1		
	F ✓	1.2.2		
	D ✓	1.2.3		
	A ✓	1.2.4		
	B ✓	1.2.5		(5) (5 x 1)
1.3	D ✓	1.3.1		
	F ✓	1.3.2		
	E ✓	1.3.3		
	G ✓	1.3.4		
	B ✓	1.3.5		(5) (5 x 1)
1.4	Induksie ✓	1.4.1		
	Roux ✓	1.4.2		
	Beleid ✓	1.4.3		
	Mise-en-place ✓	1.4.4		
	Toksien ✓	1.4.5		
	Bokkern ✓	1.4.6		
	Bedrftbare produkte ✓	1.4.7		
	Kosjer ✓	1.4.8		
	Mirepoix ✓	1.4.9		
	Sommelier/Wynkeiner ✓	1.4.10		(10) (10 x 1)
1.5	Algemene Veiligheidsregulasie 1031 ✓	1.5.1		
	Wet op Basiese Diensvoorwaardes ✓	1.5.2		
	Arbeidsverhoudingewet ✓	1.5.3		
	Higieneregulasies R918 ✓	1.5.4		
	Wet op Vreemdeilinge-beheer ✓	1.5.5		(5) (5 x 1)
1.6	B ✓	1.6.1		
	C ✓	1.6.2		
	E ✓	1.6.3		
	F ✓	1.6.4		
	H ✓	1.6.5		(5) (5 x 1)

TOTAAL AFDELING A: 40

Hierdie memorandum bestaan uit 12 bladsye.

PUNTE: 200

**GASVRYHEIDSTUDIES
MEMORANDUM**

NOVEMBER 2014

GRAAD 11

**NASIONALE
SENIOR SERTIFIKAAT**

