



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2014**

**HOSPITALITY STUDIES**

**MARKS: 200**

**TIME: 3 hours**



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This question paper consists of 16 pages.

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**INSTRUCTIONS AND INFORMATION**

1. This question paper consists of FOUR sections.

SECTION A:	Short questions	(40)
SECTION B:	Kitchen and restaurant operations. Hygiene, safety and security.	(40)
SECTION C:	Nutrition and menu planning. Food commodities	(80)
SECTION D:	Sectors and careers. Food and beverage service	(40)
2. Answer ALL the questions in your ANSWER BOOK.
3. Read ALL the questions carefully.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Write neatly and legibly.

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

Various options are provided as possible answers to the following questions. Choose the answer and write down the letter (A–D) that corresponds with the correct answer next to the question number (1.1.1–1.1.10) in your ANSWER BOOK, for example 1.1.11 B.

- 1.1.1 The micro-organisms that have fluffy appearance and are mostly found in bread and cheese, are known as ...
- A bacteria.
  - B mould.
  - C yeast.
  - D enzymes.
- 1.1.2 All foods and beverages that are forbidden in the Muslim diet are known as ...
- A Halaal.
  - B Kosher.
  - C Haram.
  - D cuisine.
- 1.1.3 A computerised system that is used to monitor stock levels is known as ...
- A bin card.
  - B issue card.
  - C inventory card.
  - D control card.
- 1.1.4 The transfer of harmful bacteria from one food to another or through dirty hands, is ...
- A chemical contamination.
  - B indirect contamination.
  - C direct contamination.
  - D cross contamination.

- 1.1.5 The style of service where food is served from a side table or a movable trolley is ...
- A American service.
  - B Russian service.
  - C cafeteria service.
  - D guéridon service.
- 1.1.6 A technique of brushing food with egg or egg and milk before baking, is known as ...
- A coating.
  - B glazing.
  - C dusting.
  - D greasing.
- 1.1.7 A mixture of cream and egg yolks, used to give a rich flavour and thickness in sauces is ...
- A roux.
  - B arrowroot.
  - C liaison.
  - D béchamel.
- 1.1.8 The actions of individuals who work together to achieve a common purpose or goal is known ...
- A brigade.
  - B professional.
  - C teamwork.
  - D organogram.
- 1.1.9 Moving away from a dangerous place during an emergency is known as ...
- A demarcation.
  - B terrorise.
  - C secure.
  - D evacuating.
- 1.1.10 A traditional South African sausage made from beef or lamb and is popular at open air braais:
- A Bobotie
  - B Bangers
  - C Boerewors
  - D Biltong
- (10 x 1) (10)

## 1.2 MATCHING ITEMS

Match the description in COLUMN B with the appropriate serving style in COLUMN A. Write ONLY the letter (A–G) that corresponds with the correct answer next to the question number (1.2.1–1.2.5) in your ANSWER BOOK, for example 1.2.6 H.

COLUMN A		COLUMN B	
1.2.1	Cafeteria service	A	Placing serving dishes on the dining table and allowing the guests to select and serve themselves
1.2.2	Buffet service	B	Involves placing empty plates in front of the guests and using service gear to transfer food from the serving plate to the guest's plate
1.2.3	Plated service	C	Guests collect trays and queue to select food items for their meal
1.2.4	Family service	D	Food is placed onto individual plates in the kitchen and then served to the guests by waiters
1.2.5	Silver service	E	This involves chefs carving meat or fish while guests help themselves with accompaniments
		F	An informal way of serving food in which dishes are set out and guests can serve themselves
		G	A sophisticated way of serving where the waiter prepares all or part of the dish in front of the guests

(5 x 1)

(5)

### 1.3 MATCHING ITEMS

Match the description in COLUMN B with the correct term in COLUMN A. Write ONLY the letter (A–G) that corresponds with the correct answer next to the question number (1.3.1–1.3.5) in your ANSWER BOOK, for example 1.3.6 H.

COLUMN A		COLUMN B	
1.3.1	Reduction	A	To remove a thin layer of skin from fruits and vegetables
1.3.2	Fermentation	B	Boiled fresh vegetables that are liquidised or put through a sieve to get a smooth pulp
1.3.3	Steaks	C	Herbs and spices tied in a cheese cloth bag with a string attached to a handle of the stock pot
1.3.4	Stuffing	D	The process of thickening a liquid and strengthening its flavour through evaporation
1.3.5	Puree	E	A cross-section slice of a round fish cut on the bone
		F	The process whereby yeast changes carbohydrate into carbon dioxide and alcohol
		G	Placing a mixture in the cavity of the bird and under the skin of the chicken

(5 x 1) (5)

### 1.4 ONE-WORD ITEMS

Give ONE word or term for each of the following descriptions. Write ONLY the word/term next to the question number in your ANSWER BOOK.

- 1.4.1 Introduction of new workers to a work environment
- 1.4.2 A mixture of equal volumes of flour and fat that is used for thickening sauces
- 1.4.3 A rule, plan, course of action or a set of guidelines
- 1.4.4 Preparation done before or after the service in a restaurant
- 1.4.5 Poisonous substances produced by pathogens
- 1.4.6 Dried and salted fish
- 1.4.7 Foodstuffs that are likely to decay very quickly
- 1.4.8 Food that is prepared according to Jewish rules
- 1.4.9 A mixture of coarsely chopped onions, carrots and celery used to flavour stock
- 1.4.10 A highly qualified person with an extensive knowledge of wine

(10 x 1) (10)

- 1.5 Choose the appropriate act from those listed in the box that best suits the statement below. Write ONLY the word or term in your ANSWER BOOK.

Basic Conditions of Employment Act, Employment Equity Act, Hygiene Regulations R918, Labour Relations Act, Aliens Control Act, General Safety Regulations 1031, Unemployment Insurance Act

- 1.5.1 Regulations that stipulates the first aid and emergency equipment and procedures as well as the display of safety notices and signs
- 1.5.2 Regulate the working time, leave, remuneration and termination of employment
- 1.5.3 Create a platform for conflict resolution through bargaining chambers or councils, as well as through disciplinary and grievance procedures
- 1.5.4 It sets regulations on the handling and transportation of food
- 1.5.5 This act requires foreigners to have legal work permits when working in South Africa (5 x 1) (5)

1.6 **CHOICE ITEMS**

Choose FIVE guidelines to be followed for kosher diet from the list below. Write ONLY the letter that corresponds with the correct guidelines in your ANSWER BOOK.

- A No alcohol may be consumed.
- B Milk and meat products cannot be cooked, processed or consumed together.
- C Consumption of blood is forbidden, therefore meat must have all blood removed before cooking.
- D Shellfish and pork may be eaten.
- E Only cloven-hoofed, cud chewing animals are consumed.
- F Only fish which have fins and scales may be eaten.
- G Strict vegetarianism should be followed.
- H Processed foods must bear the Beth Din logo. (5 x 1) (5)

**TOTAL SECTION A: 40**

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

**QUESTION 2**

2.1 Read the case study below and answer the questions that follow.

You have just passed your matric with Level 7 in Hospitality studies. You have decided to work at a local restaurant as a storekeeper.

2.1.1 Explain the procedures you must follow when receiving stock in the above restaurant. (4)

2.1.2 Suggest TWO points that should be kept in mind when receiving stock so as to adhere to health and safety regulations. (2)

2.1.3 Give THREE types of information that should appear on a bin card. (3)

2.2 Read the scenario below and answer the questions that follow.

Lucy is working as a storekeeper at Kim's B&B. When receiving the stock she mishandled a box of eggs and fifteen eggs in the box got cracked. She noticed that, but she was too scared to report it to her supervisor. Four days after the delivery, a chef came requesting twenty eggs. Lucy decided to issue those cracked eggs first so as to cover herself. Unfortunately the chef did not notice that the eggs were cracked. Two days after dinner was served, the guests complained of abdominal pains. When taken to hospital, they were diagnosed with food poisoning.

2.2.1 Name the bacteria that could have caused the food poisoning. (1)

2.2.2 List THREE other symptoms that could have been experienced by the guests, except abdominal pains. (3)

2.2.3 Compare food poisoning and food spoilage.  
Tabulate your answer as follows:

FOOD POISONING	FOOD SPOILAGE

(4)

2.2.4 Suggest TWO points that should be adhered to when reheating food to prevent the growth of bacteria. (2)



2.3 Study the picture below and answer the questions that follow.



- 2.3.1 Identify the emergency situation in the above picture. (1)
- 2.3.2 Recommend FOUR emergency procedures to be followed when handling the above situation. (4)
- 2.3.3 Explain THREE guidelines to be followed for the safe keeping of keys in the above establishment. (3)
- 2.3.4 Advise the management of the above establishment on how to ensure an effective security system for the restaurant. (3)

**TOTAL SECTION B: 30**

**SECTION C: NUTRITION AND MENU PLANNING AND FOOD COMMODITIES****QUESTION 3**

3.1 Study the recipe costing sheet below and answer the questions that follow.

<b>Dish:</b>	Pommes duchesse		
<b>No. of portions</b>	4		
<b>Ingredients</b>	<b>Quantity bought</b>	<b>Purchase price</b>	<b>Quantity used</b>
Potatoes	1 kg	R14,99	500 g
Egg	Dozen	R12,50	1 egg
Margarine	500 g	R19,45	25 g
White pepper	15 g	R10,50	1 g

- 3.1.1 Calculate the ingredient cost for the above recipe.  
Show ALL the calculations. (9)
- 3.1.2 Calculate the selling price for the pommes duchesse above if 45% is added to the total cost to cover for other costs and profit.  
Show ALL calculations. (4)
- 3.1.3 Name TWO other costs that should be included when the selling price is calculated. (2)

3.2 Study the menu below and answer the questions that follow.

<b>MENU</b>
<b>DINNER</b>
Butternut Soup with Cheese Sticks ****
Grilled Hake ****
Grilled Pork Chops with Sherry Cream Sauce Mushroom Risotto Glazed Baby Carrots ****
Fresh Fruit Pavlova
28 November 2014

- 3.2.1 Evaluate the above menu according to the suitability for a Muslim diet. Motivate your answer. (3)
- 3.2.2 Classify the type of fish used in the above recipe. (1)

- 3.2.3 Briefly discuss FOUR points on the effect of heat on fish. (4)
  - 3.2.4 Recommend TWO types of sauces that could be served with the fish dish in the menu. (2)
  - 3.2.5 Suggest THREE game meats that could be used to replace the main course in the menu. (3)
  - 3.2.6 Classify the types of vegetables used in the menu. (3)
  - 3.2.7 Explain how the vegetables should be prepared in order to retain the nutrients. (4)
  - 3.3 Give FIVE points to be considered when compiling a menu. (5)
- [40]**

**QUESTION 4**

4.1 Study the picture below and answer the questions that follow.



- 4.1.1 Identify the dish in the above picture. (1)
- 4.1.2 State TWO reasons why the dough has to be punched down when preparing the dish in QUESTION 4.1.1. (2)
- 4.1.3 Supply TWO possible causes for the following failures in the dish in QUESTION 4.1.1:
- (i) Small volume (2)
  - (ii) Large holes in the crumb (2)

4.2 You are preparing a cake for your final examinations practical lesson.

- 4.2.1 Mention TWO raising agents you will use when preparing a cake. (2)
- 4.2.2 Describe any THREE quality characteristics of a baked cake. (3)

4.3 Study the illustration below and answer the questions that follow. (3)



- 4.3.1 Name the technique that is illustrated in the picture. (1)
- 4.3.2 Lists the ADVANTAGES of using the technique when preparing poultry. (3)
- 4.3.3 Recommend the cooking method for the chicken prepared with the technique in QUESTION 4.3.1. (1)
- 4.3.4 Explain FOUR guidelines to be considered when purchasing poultry. (4)
- 4.4 Fresh parsley can be used to garnish poultry dishes. Explain how it should be stored. (2)
- 4.5 Compare English mustard and French mustard. (2)

4.6 Your Grade 11 class has been asked to prepare lunch for the SGB members of your school. You are chosen to prepare a Consommé Julienne for a starter, where you will have to use stock for its preparation and a risotto for the main course.

- 4.6.1 Classify the type of soup in the above scenario. (1)
- 4.6.2 Recommend a suitable garnish for the soup in QUESTION 4.6.1. (1)
- 4.6.3 Give FOUR factors you will consider when purchasing soup ingredients. (4)
- 4.6.4 Differentiate between white stock and brown stock. Tabulate your answer as follows:

WHITE STOCK	BROWN STOCK

- 4.6.5 Explain how you will maintain a stock pot when preparing stock. (3)
- 4.6.6 Name the cooking method you will apply when cooking risotto. (1)
- 4.6.7 Lists THREE guidelines for storing raw rice. (3)

[40]

**TOTAL SECTION C: 80**

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

5.1 You have seen an advertisement of a post for a restaurant manager in a local newspaper.

Give FOUR roles of a restaurant manager. (4)

5.2 Read the article below and answer the questions that follow.

**RESTAURANT MANAGER SUMMONED!**

The restaurant manager at Mimi's restaurant received a summons to appear in court on the 15 October 2014. This happened after two guests were injured due to a fallen roof. According to a reliable source, it has been two years since this restaurant has had a damaged hanging ceiling with huge open cracks in both sides of the wall. Guests have been complaining about this. According to the hospital report, one of the injured guests has permanently lost her sight.

5.2.1 Mention the act that was contravened by the employer in the above article. (1)

5.2.2 Indicate the penalties that could be applied to the employer who does not comply with the act in QUESTION 5.1.1. (3)

5.2.3 Briefly discuss FOUR requirements of the act in QUESTION 5.1.1. from employers. (4)

5.3 State FIVE consequences of bad hygiene in the hospitality establishment. (5)

5.4 Study the picture below and answer the questions that follow.



- 5.4.1 Evaluate the above picture with regards to the appropriate dress code and appearance of the kitchen staff. (5)
- 5.4.2 Suggest THREE skills that are needed for a chef whose job includes a supervisory capacity. (3)

**QUESTION 6**

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



- 6.1.1 Identify the type of cover in the above setting. (1)
- 6.1.2 Explain how you would clean the glasses for setting the above cover. (3)
- 6.1.3 Briefly discuss FOUR points to be kept in mind when preparing and setting up a venue for a formal meal. (4)
- 6.1.4 Describe the correct procedure for crumbing down. (4)
- 6.2 State FOUR guidelines to be considered when tables are allocated to waiters in a restaurant. (4)
- 6.3 Briefly explain how the bill is presented to the guests after a meal. (4)
- 6.4 Give THREE advantages of using plate service in a restaurant. (3)
- 6.5 Identify the serving utensil below and supply ONE function of it.



(2)  
[25]

**TOTAL SECTION D: 50**  
**GRAND TOTAL: 200**



## VRAAG 6

6.1 Bestudeer die onderstaande illustrasie en beantwoord die vrae wat volg.



6.1.1 Identifiseer die tipe deklek van die bostaande tentoonstelling. (1)

6.1.2 Verduidelik hoe jy die glase vir die bostaande deklek sal skoonmaak. (3)

6.1.3 Bespreek kortliks VIER punte wat ingedagte gehou moet word wanneer die lokaal vir 'n formele ete voorberei en opgestel word. (4)

6.1.4 Beskryf die korrekte prosedure vir afkrummeling. (4)

6.2 Verskat VIER riglyne wat oorweeg moet word wanneer tafels aan keiners in 'n restaurant toegeken word. (4)

6.3 Verduidelik kortliks hoe die rekening aan gaste na 'n maaltyd aangebied moet word. (4)

6.4 Gee DRIE voordele vir die gebruik van bordbediening in 'n restaurant. (3)

6.5 Identifiseer die bedieningsstoerusting hieronder en verskat EEN funksie daarvan.



(2)  
[25]

TOTAAL AFDELING D: 50  
GROOTTAAAL: 200

- 5.4.1 Evalueer die bostaande prent met betrekking tot die geskikte kleredragkode en voorkoms van die kombuispersoneel. (5)
- 5.4.2 Stel DRIE vaardighede voor wat benodig word vir 'n sjerf wie se werk 'n toesighoudende kapasiteit insluit. (3)



5.4 Bestudeer die onderstaande prent en beantwoord die vrae wat volg.

## AFDELING D: SEKTORE EN LOOPBANE, VOEDSEL- EN DRANKBEDIENING

## VRAAG 5

5.1 Jy het 'n advertensie vir 'n pos as restaurantbestuurder in 'n plaaslike koerant gesien.

(4) Gee VIER rolle van 'n restaurantbestuurder.

5.2 Lees die onderstaande artikel en beantwoord die vrae wat volg.

**RESTAURANTBESTURDER GEDAGVAAR!**

Die restaurantbestuurder van Mimi's restaurant was gedagvaar om in die hof te verskyn op 15 Oktober 2014. Dit het gebeur na twee gaste besoer was na die dak op hulle geval het. Volgens 'n betroubare bron, was dit al twee jaar wat die restaurant 'n beskadigde hangplafon met groot oop kroke aan albei kante van die muur gehad het. Gaste het oor dit gekla. Volgens die hospitaalverslag het een van die besoerde gaste permanent haar sig verloor.

5.2.1 Noem die wet wat die werkgewer in die bogenoemde artikel oortree het.

(1)

5.2.2 Dui aan die straf wat aan die werkgewer opgelê kan word indien hy nie aan die wet in VRAAG 5.1.1 gehoor gee nie.

(3)

5.2.3 Beskryf kortliks VIER vereistes van die wet in VRAAG 5.1.1 vir werkgewers.

(4)

5.3 Verskat VF gevolg van slegte higiëne in die gasvryheidsondersoek.

(5)

## 80 TOTAAL AFDELING C:

[40]

- 4.3.1 Noem die tegniek wat in die prent geïllustreer word. (1)
- 4.3.2 Lys die voordele vir die gebruik van die geïllustreerde tegniek wanneer pluimvee voorberei word. (3)
- 4.3.3 Beveel die gaarmaakmetode vir die hoender wat deur hierdie tegniek voorberei in VRAAG 4.3.1 word, aan. (1)
- 4.3.4 Verduidelik VIER riglyne wat oorweeg moet word wanneer pluimvee aangekoop word. (4)
- 4.4 Vars pietersielie kan gebruik word om hoender te garneer. Verduidelik hoe dit bewaar kan word. (2)
- 4.5 Vergelyk Engelse mosterd met Franse mosterd. (2)
- 4.6 Jou graad 11 klas was gevra om middagete vir die SBL lede van jou skool voor te berei. Jy word gekies om Consommé Julienne as voorgereg voor te berei, waar jy aftreksel sal moet gebruik vir die voorbereiding daarvan en in risotto vir die hoofereg. (4)
- 4.6.1 Klassifiseer die soort sop in die postaande scenario. (1)
- 4.6.2 Beveel 'n geskikte garnering vir die sop in VRAAG 4.6.1 aan. (1)
- 4.6.3 Gee VIER faktore wat jy by die aankoop van sopbestanddele sal oorweeg. (4)
- 4.6.4 Onderskei tussen wit aftreksel en bruin aftreksel. Tabuleer jou antwoord soos volg: (2)
- | WIT AFTREKSEL | BRUIN AFTREKSEL |
|---------------|-----------------|
|               |                 |
- 4.6.5 Verduidelik hoe jy die aftrekselpot tydens die voorbereiding van aftreksel sal onderhou. (3)
- 4.6.6 Noem die gaarmaakmetode wat jy by die kook van risotto moet toepas. (1)
- 4.6.7 Lys DRIE riglyne vir die stoor van rou rys. (3)

## VRAAG 4

4.1 Bestudeer die onderstaande prent en beantwoord die vrae wat volg.



4.1.1 Identifiseer die dis in die poststaande prent. (1)

4.1.2 Staat TWEE redes waarom die deeg atgeknie moet word wanneer die dis in VRAAG 4.1.1 voorberei word. (2)

4.1.3 Verskat TWEE moontlike oorsake vir die volgende probleem in die dis in VRAAG 4.1.1 genoem. (2)

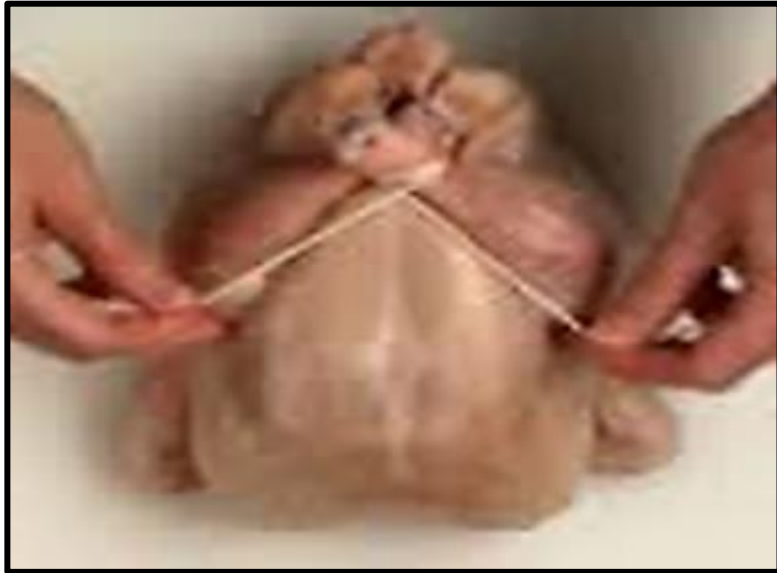
(i) Swak volume  
(ii) Groot gate in die tekstuur (2)

4.2 Jy berei 'n koek voor vir jou finale eksamens se praktiese les.

4.2.1 Noem TWEE rysmiddels wat jy kan gebruik wanneer jy 'n koek voorberei. (2)

4.2.2 Beskryf enige DRIE kwaliteitskenmerke van 'n gebakte koek. (3)

4.3 Bestudeer die onderstaande illustrasie en beantwoord die vrae wat volg.



- 3.3 Verskat VF punte wat oorweeg moet word wanneer 'n spyskaart saamgestel word. (5)
- 3.2.7 Verduidelik hoe groente voorberei moet word om die voedingswaarde te behou. (4)
- 3.2.6 Klassifiseer die soorte groente wat in die spyskaart gebruik word. (3)
- 3.2.5 Stel DRIE tipies wildvleis voor wat gebruik kan word om die hoofreg van die spyskaart te vervang. (3)
- 3.2.4 Beveel TWEE soorte sousse aan wat met die visdis in die spyskaart bedien kan word. (2)
- 3.2.3 Bespreek kortliks VIER punte van die effek van hitte op vis. (4)

## AFDELING C: VOEDING EN SPYSKAARTBEPLANNING EN VOEDSEL-KOMMODITEITE

### VRAAG 3

3.1 Bestudeer die onderstaande resep kosteberekeningblad en beantwoord die vrae wat volg.

Bestanddele	Hoeveelheid gekoop	Aankoopprys	Hoeveelheid gebruik
Dis:			Pommes duchesse
Aantal porsies	4		
Aartappels	1 kg	R14,99	500 g
Eiers	Dosyn	R12,50	1 eier
Margarien	500 g	R19,45	25 g
Witpeper	15 g	R10,50	1 g

3.1.1 Bereken die bestaandeel koste van die bostaande resep. Toon ALLE berekeninge.

(9)

3.1.2 Bereken die verkoopsprys van die bostaande pommes duchees as 45% by die totale koste gevoeg word om ander koste en wins te dek. Toon ALLE berekeninge.

(4)

3.1.3 Noem TWEE ander kostes wat bygevoeg moet word wanneer die verkoopsprys bereken word.

(2)

3.2 Bestudeer die onderstaande spyskaart en beantwoord die vrae wat volg.

SPYSKAART	
AANDETE	
Botterskorsiesop met Kaasstokkies	****
Geroosterde Stokvis	****
Geroosterde Varktjops met Sjerrieroomsous	****
Geroosterde Varktjops met Sjerrieroomsous	****
Sampioenrisotto	****
Glaseerde Babawortels	****
Varsvrugte Pavlova	
28 November 2014	

3.2.1 Evalueer die bostaande spyskaart volgens die geskiktheid vir 'n Moslem dieet. Motiveer jou antwoord.

(3)

3.2.2 Klassifiseer die soorte vis wat in die bostaande resep gebruik word.

(1)

**TOTAAL AFDELING B: 30**

- 2.3.1 Identifiseer die noodsituasie in die bostaande prent. (1)
- 2.3.2 Beveel VIER noodprosedures aan wat gevolg moet word om die bostaande situasie te hanteer. (4)
- 2.3.3 Verduidelik DRIE riglyne wat gevolg moet word vir die veilige bewaring van sleutels van die bostaande onderneming. (3)
- 2.3.4 Adviseer die bestuurder van die bostaande onderneming oor hoe om 'n effektiewe sekuriteitsstelsel vir die restaurant te versker. (3)



2.3 Bestudeer die onderstaande prent en beantwoord die vrae wat volg.



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

**VRAAG 2**

2.1 Lees die gevallestudie en beantwoord die vrae wat volg.

Jy het so pas matrikuleer met Vlak 7 in Gasvryheidstudies. Jy het besluit om by 'n plaaslike restaurant as 'n stoorhouer te werk.

2.1.1 Verduidelik die prosedures wat jy moet volg wanneer jy voorraad by aflewering in die poststaande restaurant ontvang. (4)

2.1.2 Stel TWEE punte voor wat ingedagte gehou moet word wanneer voorraad ontvang word om by veiligheids- en gesondheidsregulasies te hou. (2)

2.1.3 Gee DRIE soorte inligting wat op 'n stoorkaart moet voorkom. (3)

2.2 Lees die onderstaande scenario en beantwoord die vrae wat volg.

Lucy werk as stoorhouer by Kim se B&O. By die ontvangs van voorraad het sy 'n boks eiers verkeerd hanteer en vyftien eiers in die boks het gekraak. Sy het dit opgelet, maar was te bang om dit aan die voorman te rapporteer. Vier dae na aflewering het 'n sjet 20 eiers aangevra. Lucy het besluit om die gekraakte eiers eerste uit te reik om haarself te beskerm. Ongelukkig het die sjet nie opgelet dat die eiers gekraak was nie. Twee dae later na aandete bedien was, het gaste van maagpyn gekla. Toe hulle na die hospitaal geneem word, was hulle gediagnoseer met voedselvergiftiging.

2.2.1 Gee die naam van die bakterieë wat moontlik die voedselvergiftiging veroorsaak het. (1)

2.2.2 Lys DRIE ander simptome, behalwe maagpyn, wat deur die gaste ervaar kon word. (3)

2.2.3 Vergelyk voedselvergiftiging en voedselbederf. Tabuleer jou antwoord soos volg:

VOEDSELVERGIFTIGING	VOEDSELBEDERF

2.2.4 Stel TWEE punte voor wat nagekom moet word om die groei van bakterieë te verhoed wanneer voedsel herverhit word. (2)

**40 TOTAAL AFDELING A:**

- (5) (5 x 1) H Geprosesseerde voedsel moet die Beth Din teken dra.  
 G Streng vegetarisme moet gevolg word.  
 F Slegs visse wat vinne en skubbe het mag geëet word.  
 E Slegs diere met gesplete hoewe en diere wat herkou mag gebruik word.  
 D Skulpvis en varkveis mag geëet word.  
 C Verwyder word voordat dit gekook word.  
 B Verbruik van bloed word verbied, daarom moet al die bloed van die vleis nie.  
 A Melk- en vleisprodukte mag nie saam geëet, gekook of verwerk word.  
 Geen alkohol mag gebruik word nie.

Kies VF riglyne uit die onderstaande lys wat vir 'n kosjerdieet gevolg moet word. Skryf SLEGS die letter wat ooreenstemmend is met die korrekte riglyn in jou ANTWOORDEBOEK neer.

**1.6 KIES-ITEMS**

- (5) (5 x 1) 1.5.5 Hierdie wet vereis dat alle vreemdelinge wettige werkspermitte moet hê wanneer hulle in Suid-Afrika werk
- 1.5.4 Stel regulasies op vir die hantering en vervoer van voedsel
- 1.5.3 Skep 'n platvorm vir konfliktoplossings deur bedingingsrade sowel as deur dissiplinêre en griewe prosedures
- 1.5.2 Reguleer werksure, verlof, besoldig en diensbeëindiging
- 1.5.1 Regulasies wat die beheer van noodhulp, noodtoerusting en prosedures sowel as die duidelike vertoning van veiligheids-kennisgewing en tekens stipuleer

Wet op Basiese Diensvoorwaardes; Wet op Billike Indiensneming; Higieneregulasies R918; Wet op Arbeidsverhoudinge; Wet op Vreemdelinge-beheer; Algemene Veiligheidsregulasies 1031; Wet op Werkloosheidsversekering

- 1.5 Kies die geskikte wet vanaf die lys in die boks wat die beste by die onderstaande stellings pas. Skryf slegs die woord of term in jou ANTWOORDEBOEK neer.

1.3 PASITEMS

Pas die beskrywing in KOLOM B by die korrekte term in KOLOM A. Skryf slegs die letter (A–G) wat met die korrekte antwoord ooreenstem langs jou vraag-nommer (1.3.1–1.3.5) in jou ANTWOORDEBOEK neer, byvoorbeeld 1.3.6 H.

KOLOM A		KOLOM B	
1.3.1	Reduksie	A	Om 'n dun laag vel van vrugte en groente te verwyder
1.3.2	Fermentasie	B	Gekookte vars groente wat versap word of deur 'n sif geplaas word om 'n gladde pulp te verkry
1.3.3	Skywe	C	Kruie en speserye saamgebind in 'n kaasdoeksak met 'n string aangeheg in 'n bondel aan die handvatseel van 'n attrakseelpot
1.3.4	Opstop	D	Die proses om 'n vloeistof te verdik en die geur te versterk deur verdamping
1.3.5	Puree	E	Kruis-seksie snye van 'n ronde vissnit op die been
		F	Die proses waarby gis koolhidrate in koolstofdiksie en alkohol verander
		G	Plasing van 'n mengsel in die holte van die hoender en onder die hoender se vel

(5) (5 x 1)

1.4 EENWOORD-ITEMS

Gee EEN woord of term vir elk van die volgende beskrywings. Skryf slegs die woord/term langs die vraagnommer in jou ANTWOORDEBOEK neer.

1.4.1 Bekendstelling van nuwe werkers aan 'n werkomgewing

1.4.2 'n Mengsel van gelyke hoeveelhede meel en smeer wat gebruik word om sous te verdik

1.4.3 'n Reël, plan, optrede of stel riglyne

1.4.4 Voorbereiding wat gedoen word voor of na die diens in 'n restaurant

1.4.5 Giftige stowwe wat deur patogene geproduseer word

1.4.6 Gedroogde soutvis

1.4.7 Voedselitems wat heel waarskynlik gou atgaan

1.4.8 Voedsel wat volgens Joodse wette voorberei word

1.4.9 'n Mengsel van grofgekapte uie, wortels en seldery wat gebruik word om attrakseels mee te geur

1.4.10 'n Hoogs gekwalifiseerde persoon met 'n omvangryke kennis van wyn

(10) (10 x 1)

## 1.2 PASITEMS

Pas die beskrywing in KOLOM B by die gepaste bedieningsstyl in KOLOM A. Skryf slegs die letter (A–G) langs die vraagnummer (1.2.1–1.2.5) wat ooreenstem met die korrekte antwoord in jou ANTWOORDEBOEK neer, byvoorbeeld 1.2.6 H.

KOLOM A		KOLOM B	
1.2.1	Kateteriëbediening	A	Plaas die opdenskottels op die eettafel en die gaste word toegelaat om self te kies en te skep
1.2.2	Buffetbediening	B	Behels die plaas van leë borde voor die gaste en deur gebruik te maak van bedieningsstoerusting om die kos van die bedieningskottel na die gas se bord oor te plaas
1.2.3	Bordbediening	C	Gaste kollekteer 'n skinkbord en staan tou om kostems vir hulle maaltyd te kies
1.2.4	Familiebediening	D	Kos word op individuele borde geplaas in die kombuis en word dan deur kelners aan gaste bedien
1.2.5	Silwerbediening	E	Dit behels die sjeft wat vleis of vis sny terwyl die gaste huiself met bykosse help
		F	'n Informele manier om kos te bedien waar disse uitgesit word en die gaste huiself help
		G	'n Gesofistikeerde bedieningsmetode waar die kelner 'n gedeelte of die hele dis voor die gaste voorberei

(5) (5 x 1)

- 1.1.5 Die soorte bediening waar voedsel bedien word vanaf 'n kantafel of 'n beweegbare waentjie, is ...
- A Amerikaanse bediening.  
 B Russiese bediening.  
 C kateteriëbediening.  
 D guëridon-bediening.
- 1.1.6 'n Tegniek om voedsel te borsel met eier of eier- en melkmengsel voordat dit gebak word, staan as ... bekend.
- A bedekking  
 B glasuring  
 C strooiling  
 D smering
- 1.1.7 'n Mengsel van room en eiergeel, om 'n ryk geur en sousse te verdik, is ...
- A roux.  
 B pylwortel.  
 C liaison.  
 D béchamel.
- 1.1.8 Die aksies van individue wat saam werk om 'n algemene doel of doelstelling te bereik, is as .. bekend.
- A brigade  
 B professioneel  
 C spanwerk  
 D organogram
- 1.1.9 Om weg te beweeg van 'n gevaarlike plek gedurende 'n noodgeval staan as ... bekend.
- A atbakening  
 B terroriseer  
 C beveiliging  
 D ontruiming
- 1.1.10 'n Tradisionele Suid-Afrikaanse wors gemaak van bees- of lamsvleis en by buitelig braais is gewild:
- A Bobote  
 B Varkworsies ('Bangers')  
 C Boëwors  
 D Biltong

(10 x 1) (10)

Verskeie opsies word as moontlike antwoorde vir die volgende vrae gegee. Kies die antwoord en skryf die letter (A–D) wat ooreenstem met die korrekte antwoord lang die vraagnummer (1.1.1–1.1.10) in jou ANTWOORDEBOEK neer, byvoorbeeld 1.1.11 B.

- 1.1.1 Die mikro-organisme wat 'n wollerige voorkoms het en wat meestal op brood en kaas gevind word, staan as ... bekend.
- A bakterieë  
B skimmel  
C gis  
D ensieme
- 1.1.2 Alle voedsel en drank wat verbied word in die Moslem-dieet staan as ... bekend.
- A Halaal  
B Kosjer  
C Haram  
D kookkuns
- 1.1.3 'n Rekenaarsleutel wat gebruik word om voorraadvlakkê te beheer staan as 'n ... bekend.
- A stoorkaart  
B uitreikingskaart  
C inventariskaart  
D beheerkaart
- 1.1.4 Die oordra van skadelike bakterieë van een kossort na 'n ander deur vuil hande, is ...
- A chemiese besmetting.  
B indirekte besmetting.  
C direkte besmetting.  
D kruisbesmetting.

**INSTRUKSIES EN INLIGTING**

1. Hierdie vraestel bestaan uit VIER afdelings.
- |      |  |   |      |
|------|--|---|------|
| (40) | AFDELING A:<br>Kortrae                         | AFDELING B:<br>Kombuis-en restaurantwergsaamhede.                 | (40) |
| (40) | AFDELING C:<br>Voeding en spyskaartbeplanning. | AFDELING D:<br>Sektore en loopbane.<br>Voedsel-komoditeite        | (80) |
| (40) | AFDELING A:<br>Kortrae                         | AFDELING B:<br>Kombuis-en restaurantwergsaamhede.                 | (40) |
| (40) | AFDELING C:<br>Voeding en spyskaartbeplanning. | AFDELING D:<br>Sektore en loopbane.<br>Voedsel-en Drankbediening. | (40) |
2. Beantwoord AL die vrae in jou ANTWOORDEBOEK.
3. Lees ALLE vrae noukeurig.
4. Nummer jou antwoorde korrek volgens die nommeringstelsel wat in hierdie vraestel gebruik word.
5. Skryf netjies en leesbaar.

Hierdie vraestel bestaan uit 16 bladsye.



TYD: 3 uur

PUNTE: 200

# GASVRYHEIDSTUDIES

NOVEMBER 2014

GRAAD 11

**NASIONALE  
SENIOR SERTIFIKAAT**

Province of the  
**EASTERN CAPE**  
EDUCATION

