



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2014**

**HOSPITALITY STUDIES  
MEMORANDUM**

**MARKS: 200**

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This memorandum consists of 14 pages.

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

1.1.1 B ✓

1.1.2 D ✓

1.1.3 C ✓

1.1.4 A ✓

1.1.5 D ✓

1.1.6 C ✓

1.1.7 B ✓

1.1.8 D ✓

1.1.9 B ✓

1.1.10 B ✓

(10 x 1) (10)

**1.2 MATCHING ITEMS**

1.2.1 D ✓

1.2.2 G ✓

1.2.3 F ✓

1.2.4 I ✓

1.2.5 J ✓

1.2.6 H ✓

1.2.7 K ✓

1.2.8 A ✓

1.2.9 B ✓

1.2.10 C ✓

(10 x 1) (10)

1.3 **CHOOSE THE CORRECT ANSWERS**

- A ✓
- C ✓
- E ✓
- F ✓
- G ✓

(Any order) (5 x 1) (5)

1.4 **ONE-WORD ITEMS**

- 1.4.1 Tong ✓
- 1.4.2 Garnishing ✓
- 1.4.3 Decanter ✓
- 1.4.4 Marketing ✓
- 1.4.5 Marbling ✓
- 1.4.6 Legumes ✓
- 1.4.7 Anti-retroviral ✓
- 1.4.8 Overheads ✓
- 1.4.9 Dress-code ✓
- 1.4.10 Tuberculosis ✓

(10 x 1) (10)

1.5 **CHOICE-ITEMS**

- 1.5.1 Bain Marie ✓
- 1.5.2 Hot tray ✓
- 1.5.3 Chafing dish ✓
- 1.5.4 Cruets ✓
- 1.5.5 Guéridon trolley ✓

(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 Hepatitis A ✓ (1)
- 2.1.2
- Upset stomach ✓
  - Fever ✓
  - Loss of appetite ✓
  - Stomach pains ✓
  - Diarrhoea ✓
  - Dark yellow urine ✓
  - Light coloured stools ✓
  - Nausea ✓
  - Yellowish eyes and skin (Any 4 x 1) (4)
- 2.1.3
- Always wash hands after visiting the toilet. ✓
  - Drink bottled water when in a place where hepatitis A is common (developing countries). ✓
  - Do not wash fruit and vegetables in untreated water or use ice cubes made from untreated water. ✓
  - See a doctor right away if you think you have been in contact with the hepatitis A virus. ✓
  - Get a hepatitis A vaccine. ✓ (Any 3 x 1) (3)
- 2.2 2.2.1
- Dish sales can be recorded and dish analysis can be done. ✓
  - The menu and ingredient costs, as well as the production costs and projected selling price can be calculated. ✓
  - An on-line dictionary can translate the names of ingredients e.g. from Greek to English. ✓
  - Both developing and changing of recipes is simplified. ✓
  - Recipes and ingredients can be listed which are easy to store and retrieve. ✓
  - Order lists can be compiled easily and accurately. ✓
  - Metric conversions can be done automatically. ✓
  - Serving sizes can be printed on a recipe, which makes planning for buffet functions easier. ✓
  - Nutritional values can be determined. ✓ (Any 4 x 1) (4)
- 2.2.2
- They are a source of information. ✓
  - They save time and costs. ✓
  - Managers have better control over their hospitality establishment. ✓
  - They enable the establishment to provide better service to customers. ✓
  - It is easier to reorganise information and make the necessary changes. ✓
  - The World Wide Web is a huge source of information and is used for marketing hotels and restaurants to the public. ✓
  - It is more accurate. ✓ (Any 3 x 1) (3)

- 2.2.3
- Exercise courtesy under all circumstances. ✓
  - Be honest. ✓
  - Be productive. ✓
  - Keep confidential matters to yourself. ✓
  - Being alert at all times. ✓
  - Listen to others. ✓
  - Always be cooperative. ✓
  - Communicating clearly to avoid misunderstandings. ✓
  - Commit yourself fully to your work. ✓
  - Be reliable. ✓
  - Be patient/tolerant. ✓
  - Be creative. ✓
  - Always exercise self-control. ✓
- (Any relevant answer) (Any 3 x 1) (3)
- 2.2.4
- First impressions. ✓
  - Providing safe parking for customers. ✓
  - Well groomed, polite and concerned dining room host. ✓
  - Timing – how soon the guests are acknowledged by waiter after being seated. ✓
  - Availability of everything that is on the menu. ✓
  - The type of service delivered to match the type of the establishment. ✓
  - Good attitude from the employees. ✓
  - Well trained employees that are motivated and rewarded accordingly. ✓
  - Responding in a timely manner as the guests do not like to wait. ✓
  - Well groomed waiters and chefs to portray the image of the establishment. ✓
  - The compatibility of the service or experience with the needs of guests. ✓
  - The reliability and efficiency of service. ✓
  - The level and quality of care and service. ✓
  - The perception of value for money. ✓
  - The professionalism, efficiency and friendliness of the staff. ✓
  - The manner and efficiency of dealing with a guest's complaints. ✓
- (Any relevant answer) (Any 2 x 1) (2)

**TOTAL SECTION B: 20**

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

- 3.1 3.1.1
- Preparation of the food items is time consuming. ✓
  - Several snacks per person have to be prepared. ✓
  - The food items can be costly if protein is the main ingredient for most of the snacks. ✓
  - People may be hungry at the time of the cocktail function and so may eat more. ✓
  - Guests may be uncomfortable to stand for the duration of the function. ✓
  - Guests will dirty their fingers. ✓
  - It requires a lot of preparation. ✓
- (Any 4 x 1) (4)
- 3.1.2
- Make sure that the venue could accommodate the number of guests. ✓
  - Decorate the venue according to the specific theme if there is one, otherwise create a warm atmosphere with dim lighting. ✓
  - Make sure that you have sufficient side plates and serviettes for the number of guests. ✓
  - Set up buffet tables for the snacks if the self-service format is to be used. ✓
  - Make sure all cold snacks are placed on the table before guests arrive. ✓
  - If chairs are to be used they should be scattered around the venue or arranged against the wall in clusters. ✓
  - Small drop-off tables can be provided for used glasses and plates. ✓
  - Flowers are not necessary but flower arrangements should be large and high. ✓
  - Set up a table to serve as a bar area if there is no bar area and make sure that there is enough glasses, ice buckets, ice and corkscrews. ✓
  - Music will help to set the mood of the guests and should match the theme or atmosphere. ✓
- (Any relevant answer) (Any 5 x 1) (5)
- 3.1.3
- Crustacean shell fish ✓
  - Tree nuts ✓
  - Fish ✓
  - Milk ✓
  - Soy foods ✓
  - Wheat – gluten ✓
  - Egg ✓
- (Any 3 x 1) (3)
- 3.1.4
- Hives – skin reaction causing redness, swelling and itching. ✓
  - Watery eyes ✓
  - Difficulty breathing ✓

- Vomiting ✓
  - Diarrhoea ✓
  - Severely lowered blood pressure ✓
  - Anaphylaxis ✓
  - Eczema ✓
- (Any 3 x 1) (3)

- 3.2 3.2.1
- Moral grounds, based on an objection to the killing of animals. ✓
  - Health reasons, because of high levels of cholesterol and hormones in meat. ✓
  - Religious beliefs may prohibit the eating of meat. ✓
  - The meat industry is said to have a negative impact on the environment. ✓
  - Some people do not like the taste of meat. ✓
  - Meat is more expensive than plant protein. ✓
- (Any 4 x 1) (4)

- 3.2.2
- It is cheaper than animal protein. ✓
  - It is convenient to use as it is easy to hydrate and use in dishes. ✓
  - It is an excellent source of nutrients. ✓
  - It is a substitute for animal protein. ✓
  - It helps stretch meat in different dishes. ✓
  - It is low in kilojoules and beneficial to health as it does not contain saturated fats or cholesterol. ✓
  - It has a low glycaemic index and may help prevent diabetes. ✓
  - It is easy to store as it can be bought dried. ✓
  - It has a good shelf life. ✓
- (Any 4 x 1) (4)

3.2.3 Tofu – is a white, cheese-like curd made from soy beans. ✓ (1)

3.3 **QUOTATION**

- 3.3.1 **Name of client:** Mr Smith ✓
- 3.3.2 **Date of function:** 28 October 2014 ✓
- 3.3.3 **Number of people:** 50 ✓
- 3.3.4 **Tel:** 045 838 4708 ✓
- 3.3.5 **Total menu price p/p:** R25,00 vegetarians R35,00 ✓
- 3.3.6 **Deposit to be paid on the** 18 October 2014 ✓
- 3.3.7 **Balance to be paid on the** 26 October 2014 ✓

3.3.8 **Signatures**

Food and beverage operator	Client	Date
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## 3.4 Total menu price for function

$$\begin{aligned} (R35 \times 40) &= R1\,400,00 \checkmark + (R25 \times 10) = R250,00 \checkmark \\ &= R1\,650,00 \checkmark \end{aligned} \quad (3)$$

## 3.5 Total menu price if 45% is added to cover for other costs:

$$\begin{aligned} R1\,650,00 \times \frac{45}{100} &= R742,50 \checkmark \\ &= R1\,650,00 + R742,50 \checkmark \\ &= R2\,392,50 \checkmark \end{aligned} \quad (3)$$

3.6 Suitable  $\checkmark$  – because no dinner will be served after the function.  $\checkmark$  (2)  
[40]

## QUESTION 4

4.1 4.1.1 Bottling  $\checkmark$  (1)

- 4.1.2
- Food preservation prevents the food from being spoiled by the action of enzymes and micro-organisms.  $\checkmark$
  - It increases the safe storage period of foodstuffs.  $\checkmark$
  - It increases the availability of foodstuffs all year round.  $\checkmark$
  - It makes the transportation of foodstuff easier thereby making these items available in all areas.  $\checkmark$
  - It can save time and labour as certain preparation have already been done.  $\checkmark$
  - Labels offer nutritional information.  $\checkmark$  (Any 4 x 1) (4)

- 4.1.3
- Wash glass jars in hot soapy water and rinse well.  $\checkmark$
  - Boil them for about 10 minutes.  $\checkmark$
  - Dry them upside down in a warm oven.  $\checkmark$
  - Sterilise the lids in the same way.  $\checkmark$
  - The wet bottles or jars can be microwaved until water boils and evaporates.  $\checkmark$  (Any 3 x 1) (3)

- 4.2 4.2.1
- Rinse the mould dish with cold water to which a drop of oil could be added.  $\checkmark$
  - Lightly spray it with a non-stick spray.  $\checkmark$
  - Lightly brush it with oil.  $\checkmark$  (Any 2 x 1) (2)

- 4.2.2
- (a) Raw pawpaw will prevent the formation of a gel due to the proteolytic enzymes present in raw pawpaw.  $\checkmark$  (1)
  - (b) Alcohol will produce a firmer gel.  $\checkmark$  (1)
  - (c) Acid will retard the formation of a gel OR a weaker gel will be formed.  $\checkmark$  (1)



- 4.2.3
- Use sauces that complement or in contrast with the flavour of the dessert. ✓
  - Garnish it with dusting of icing sugar, cocoa, tuille, chocolate, etc. to add interest. ✓
  - Select the plate for its colour, size and shape. ✓
  - Balance all the aspects like texture, shapes, flavours and colours to make it more appealing. ✓
  - A base like crust, meringue or sponge cake could provide structure and forms foundation for a final product. ✓
  - A topping could be spooned, piped or arranged on top of a dessert. ✓
  - Glazes could be used to complement the colour and flavour. ✓
- (Any 4 x 1) (4)
- 4.3 4.3.1 Short crust pastry ✓ (1)
- 4.3.2 Bake-blind ✓ – to bake the pastry case before the filling is added. ✓ (2)
- 4.3.3
- Flans ✓
  - Pies ✓
  - Tart base ✓
  - Hertzoggies ✓
  - Jam tarts ✓
  - Fruit tarts/tartlets ✓
  - Cornish pastries ✓
- (Any 2 x 1) (2)
- 4.3.4
- Short crust pastry should have a soft, short or fine crumb. ✓
  - Should have a golden brown crust. ✓
  - Should not be flaky. ✓
  - Should be crisp. ✓
  - Should not be gummy or tough. ✓
  - Should be rich. ✓
- (Any 3 x 1) (3)
- 4.4 4.4.1 Choux pastry ✓ (1)
- 4.4.2 (a) Too much water will evaporate which will result in little steam for the final product. ✓ (1)
- (b) To develop steam and for the formation of a cavity which expands inside the batter. ✓ (1)
- (c) To dry out the cavity./To finish up the cooking process./ prevent burning. ✓ (1)
- 4.4.3 The ratio of water to shortening is 2 : 1. ✓ (1)
- 4.5 4.5.5 T-bone steak ✓ (1)
- 4.5.2 Loin ✓ (1)
- 4.5.3
- Grilling ✓
  - Roasting ✓
  - Frying ✓
- (Any 2 x 1) (2)

- 4.5.4
- Meat should never be immersed in water or washed. ✓
  - Meat must not be salted, because salt extract meat juices. ✓
  - It should be correctly thawed in the refrigerator, to limit dripping. ✓
  - Meat should not be cooked at excessive high or low temperatures or for too long. ✓
- (Any 3 x 1) (3)

- 4.5.5
- Ostrich ✓
  - Kudu ✓
  - Springbok ✓
  - Blesbok ✓
  - Rabbit ✓
  - Porcupine ✓
  - Crocodile ✓
- (Any relevant answer) (Any 3 x 1) (3)
- [40]**

**TOTAL SECTION C: 80**

**SECTION D: SECTORS AND CAREERS – FOOD AND BEVERAGE SERVICE****QUESTION 5**5.1 5.1.1 **GOOD**

- Font size and letter type used is easily readable. ✓
- The message is focused on one product. ✓
- The lay out is simple. ✓
- Information like place, product, address and contact details is available. ✓

**BAD**

- The flyer is cluttered with too much information. ✓
- No picture or illustration of the product to give the visual image of the product. ✓
- There is no use of words like “SAVE, FREE or BARGAIN” to attract potential customers. ✓
- No logo is used. ✓
- It does not tell the potential customers about the special features of a product. ✓ (Any 5 x 1) (5)

- 5.1.2
- The profit generated by the restaurant is relatively easy to calculate. ✓
  - It is easier to allocate revenues and expenses than in a hotel. ✓
  - The costs of food and beverages are general higher than in a hotel. ✓
  - The bottom line profit from food and beverages is likely to be higher than in a hotel. ✓
  - Payroll costs are lower in the restaurant than in a hotel. ✓ (Any 3 x 1) (3)

- 5.1.3
- To organise all marketing activities such as promotions or special events. ✓
  - Conduct market research. ✓
  - Draw up a marketing plan. ✓
  - Take part in trade shows. ✓
  - Carry out competitive analysis. ✓
  - Find new segments in the market. ✓
  - Carry out sales training. ✓
  - Build the brand. ✓
  - Build customer loyalty. ✓ (Any 4 x 1) (4)

- 5.2 5.2.1
- The business plan does contain a cover page. ✓
  - It has the business goals and strategies. ✓
  - There is no staffing plan. ✓
  - There is no financial plan. ✓
  - There is no marketing plan. ✓
  - No business description. ✓
  - There is no operational plan. ✓ (Any 5 x 1) (5)

- 5.2.2
- Product ✓
  - Price ✓
  - Place ✓
  - Promotion ✓
  - People ✓
  - Packaging ✓
  - Partnership ✓
- (Any 4 x 1) (4)
- 5.2.3
- Ability to identify business opportunities and take calculated risks to achieve success. ✓
  - Commitment and determination. ✓
  - A sense of responsibility and a love of achievement. ✓
  - Creativity, self-reliance and adaptability. ✓
  - A perspective that is future-orientated. ✓
  - Confidence in achieving success. ✓
  - Good organising and management skills. ✓
  - High level of energy and a sense of humour. ✓
- (Any 3 x 1) (3)
- 5.2.4
- Television/radio ✓
  - Magazines/newspapers ✓
  - E-mails/SMSs/websites/social media ✓
  - Posters/flyers/brochures ✓
- (Any 2 x 1) (2)
- 5.2.5
- Economic growth is stimulated. ✓
  - Development and improvement of the country's infrastructure. ✓
  - Funds are provided for preserving, maintenance and responsible utilisation of natural resources. ✓
  - Tourists will bring valuable foreign currency into the country. ✓
  - The esteem and living standard of the community improves. ✓
- (Any 4 x 1) (4)
- [30]**

## QUESTION 6

- 6.1 6.1.1 Red wine ✓ (1)
- 6.1.2 (a) Shiraz ✓ (1)
- (b) 2002 ✓ (1)
- (c) Fairview ✓ (1)
- 6.1.3
- Beef ✓
  - Lamb/Mutton ✓
  - Game ✓
  - Pasta ✓
  - Cheddar cheese ✓
- (Any 3 x 1) (3)

- 6.2 6.2.1 Cocktail ✓ (1)
- 6.2.2
- Cocktails can be shaken, stirred, blended or built. ✓
  - If a cocktail contains liqueur or wine, it should be stirred. ✓
  - If a cocktail contains cream, fruit juice or eggs, it should be shaken. ✓
  - Never shake effervescent drinks. ✓
  - Place the ice in the glass or mixer, followed by the non-alcoholic drink and then alcohol. ✓
  - Measurements are important when mixing drinks. ✓
  - Use good quality products. ✓
  - Use a tot measure for measuring. ✓
  - Ice should be clean and clear. ✓ (Any 4 x 1) (4)
- 6.2.3
- Quickly diffuse the problem/Control your emotions. ✓
  - Handle the complaint positively and professionally. ✓
  - Show your understanding and willingness to resolve the matter. ✓
  - Never argue with the customer. ✓
  - Listen and pay attention. ✓
  - Acknowledge the complaint and thank the guest for bringing the matter to your attention. ✓
  - Apologies should sound sincere and convincing. ✓
  - Never promise something you cannot provide. ✓
  - Do not make excuses or blame somebody else. ✓
  - Be polite. ✓
  - Maintain eye contact and positive body language while using a warm and encouraging tone. ✓
  - Let the guest describe without interruption what went wrong. ✓ (Any relevant answer) (Any 5 x 1) (5)
- 6.2.4
- Clear all serving items and utensils such as coffee cups, flowers and glassware. ✓
  - Clear all tables of unused cutlery, crockery and cruet sets. ✓
  - Remove linen from the tables. ✓
  - Switch off all electrical equipment. ✓
  - Storing all items in their correct places. ✓
  - Wipe the counters and tables. ✓
  - Switch off the hot beverage machines and clean them. ✓
  - Arranging the tables and prepare the dining room for the next service. ✓
  - Following correct cleaning procedures for the linen, crockery, cutlery and glasses. ✓ (Any 5 x 1) (5)

- 6.2.5
- Present the bill when the guests have requested it. ✓
  - Always present it to the host. ✓
  - Present it on a small plate and from the left hand side of the guest. ✓
  - If you do not know who the host is, place it at the centre of the table. ✓
  - The bill should be folded or placed in a billfold. ✓
  - Allow enough time for the customer to place the correct amount in the folder/Do not hover around waiting for the guests to pay. ✓
- (Any 4 x 1) (4)
- 6.2.6
- The spacing between the tables is determined by the room set-up, shape of the tables and the size of the chairs. ✓
  - The waiters must be able to move around easily. ✓
  - All tables must be numbered. ✓
  - The table numbers should be visible on stands so that they can be seen from the entrance to the room. ✓
  - The table numbers may be removed once all guests are seated. ✓
  - A seating plan should be pinned to boards outside the entrance to the venue. ✓
  - The function cover is dictated by the menu to be served. ✓
  - Formal functions usually have set menus and the cutlery is set according to the order of service of the menu items. ✓ (Any 4 x 1)
- (4)

**[30]**

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**

6.2.5

- Bied die rekening wanneer die gaste daarvoor vra. ✓
- Bied dit altyd aan die gashoer aan. ✓
- Sit dit op 'n klein bordjie aan die linkerkant van die gas. ✓
- As jy nie weet wie die gashoer is nie, plaas dit in die middel van die tafel. ✓
- Die rekening moet gevou word of in 'n rekeninghouer gesit word. ✓
- Laat genoeg tyd toe vir die klient om die korrekte bedrag in die houer te plaas/Moenie rondstaan en wag vir die gaste om te betaal nie. ✓

(4) (Enige 4 x 1)

6.2.6

- Die spasie tussen die tafels word bepaal deur die ontwerp van die lokaal, die vorm van die tafels en die grootte van die stoele. ✓
- Die keiners moet in staat wees om maklik om rond te beweeg. ✓
- Alle tafels moet genommer wees. ✓
- Die tafelnommers moet sigbaar en op standers wees sodat hulle van die ingang van die lokaal gesien kan word. ✓
- Die tafelnommers kan verwyder word sodra al die gaste geplaas is. ✓
- 'n Sitplekplan moet vasgegee word aan borde buite die ingang van die lokaal. ✓
- Die funksie dekplek word bepaal deur die spyskaart wat bedien word. ✓
- Formele funksies het gewoonlik vaste spyskaarte en die eetgerei word gedeel volgens die orde van bediening van die spyskaart. ✓

[30]

(4) (Enige 4 x 1)

**TOTAAL AFDELING D: 60**  
**GROOTTOTAAL: 200**

- 6.2 Skemerkelkie ✓
- 6.2.1 6.2 Skemerkelkie ✓
- 6.2.2 6.2 Skemerkelkie kan geskud, geroer, gemeng of gebou word. ✓
- Indien 'n skemerkelkie likour of wyn bevat, moet dit geroer word. ✓
  - Indien 'n skemerkelkie room, vrugtesap of eiers bevat, moet dit geskud word. ✓
  - Moet nooit borrelende drankies skud nie. ✓
  - Plaas die ys in die glas of menger, gevolg deur die nie-alkoholiese drank en dan die alkohol. ✓
  - Atmings is belangrik wanneer drankies gemeng word. ✓
  - Gebruik goeie gehalte produkte. ✓
  - Gebruik 'n totglas vir afmeting. ✓
  - Ys moet skoon en duidelik wees. ✓
- (4) (Enige 4 x 1)
- 6.2.3 6.2 Ontloot die probleem vinnig/Behoor jou emosies. ✓
- Hanteer die klagte positief en professioneel. ✓
  - Wys jou begrip en bereidwilligheid om die saak op te los. ✓
  - Moenie met die klient argumenteer nie. ✓
  - Luister en gee aandag. ✓
  - Gee erkenning aan die probleem en bedank die gas dat hy/sy die probleem onder jou aandag gebring het. ✓
  - Verskonings moet opreg en oortuigend klink. ✓
  - Moet nooit iets aanbied wat jy nie kan voorsien nie. ✓
  - Moenie verskonings maak of iemand anders blameer nie. ✓
  - Wees beleefd. ✓
  - Behou oogkontak en positiewe lyftaal terwyl jy 'n warm en aanmoedigende stemtoon gebruik. ✓
  - Laat die gas sonder onderbreking verduidelik wat verkeerd geloop het. ✓
- (5) (Enige 5 x 1)
- 6.2.4 6.2 Verwyder alle gebruikte items en toerusting soos koffiekoppies, blomme en glasware. ✓
- Verwyder alle ongebruikte eetgerei en breekware, asook kruisstelletjies. ✓
  - Verwyder linné van die tafels. ✓
  - Atskakeling van alle elektriese toerusting. ✓
  - Stoor al die items in die korrekte plekke. ✓
  - Vee toonbanke en tafels af. ✓
  - Afskakeling en skoonmaak van toestelle vir warm drankies. ✓
  - Rangskikking van tafels en voorbereiding van die eetkamer vir die volgende diens. ✓
  - Korrekte skoonmaakprosedures vir die linné, breekware, eetgerei en glase. ✓
- (5) (Enige 5 x 1)



5.2.2	• Produk ✓ • Prys ✓ • Plek ✓ • Promosie ✓ • Persone ✓ • Verpakking ✓ • Vennootskap ✓	(4) (Enige 4 x 1)
5.2.3	• Die vermoë om sakegeleenthede te identifiseer en berekende risiko's te waag om sukses te behaal. • Toewyding en vasberadenheid. ✓ • 'n Sin van verantwoordelikhede en 'n liefde vir prestasie. ✓ • Kreatiwiteit, selfstandigheid en aanpasbaarheid. ✓ • 'n Perspektief wat toekomstgerig is. ✓ • Vertroue dat sukses behaal sal word. ✓ • Goëie organisasie- en bestuursvaardighede. ✓ • Hoe vlak van energie en 'n humorsin. ✓	(3) (Enige 3 x 1)
5.2.4	• Televisie/radio ✓ • Tydskritte/koerante ✓ • E-pos, SMS'e/webwerwe/sosiale media ✓ • Plakkate/strooibljef/brosjures ✓	(2) (Enige 2 x 1)
5.2.5	• Ekonomiese groei word gestimuleer. ✓ • Ontwikkeling en verbetering van die land se infrastruktuur. ✓ • Fondse word vir die preservering, instandhouding en verantwoordelike benutting van natuurlike hulpbronne voorsien. ✓ • Toeriste sal waardevolle buitelandse valuta in die land bring. ✓ • Die agting vir en lewensstandaard van die gemeenskap verbeter. ✓	(4) (Enige 4 x 1)
<b>VRAAG 6</b>		
6.1	6.1.1 Rooiwyn ✓	(1)
6.1.2	(a) Shiraz ✓	(1)
	(b) 2002 ✓	(1)
	(c) Fairview ✓	(1)
6.1.3	• Beesvleis ✓ • Lam/Skaap ✓ • Wildsvleis ✓ • Pasta ✓ • Cheddar kaas ✓	(3) (Enige 3 x 1)

**AFDELING D: SEKTORE EN LOOPBANE – VOEDSEL- EN DRANKBEDIENING**

**VRAAG 5**

5.1 5.1.1 **GOEIE**

- Lettergrootte en lettertipe wat gebruik word is maklik leesbaar. ✓
- Die boodskap is gefokus op een produk. ✓
- Die uitlé is eenvoudig. ✓
- Inligting soos plek, produk, adres en kontakbesonderhede is beskikbaar. ✓

**SLEGTE**

- Die strooibljel word gepak met te veel inligting. ✓
- Geen foto of illustrasie van die produk word verskat om 'n visuele beeld van die produk te gee nie. ✓
- Daar is geen gebruik van woorde soos "SAVE, FREE of BARGAIN"(SPAR, GRATIS of GOEDKOOP) om potensiele kliénte te lok nie. ✓
- Geen logo is gebruik nie. ✓
- Dit vertel nie potensiele kliénte van die spesiale eienskappe van die produk nie. ✓

(5) (Enige 5 x 1)

5.1.2

- Die wins wat deur die restaurant gegeneer word, is relatief maklik om te bereken. ✓
- Dit is makliker om inkomste en uitgawes toe te ken as in 'n hotel. ✓
- Die koste van voedsel- en drankverkope is gewoonlik hoër as in 'n hotel. ✓
- Die "netto" wins van voedsel en drank sal waarskynlik hoër wees as in 'n hotel. ✓
- Betaalstaatkoste is laer in die restaurant as in 'n hotel. ✓

(3) (Enige 3 x 1)

5.1.3

- Organiseer al die bemarkingsaktiwiteite soos promosies en spesiale geleenthede. ✓
- Doen marknavorsing. ✓
- Stel 'n bemarkingsplan op. ✓
- Neem deel aan skoue. ✓
- Voer mededingende analise uit. ✓
- Vind nuwe segmente in die mark. ✓
- Voer verkoopsopleiding uit. ✓
- Bou die handelsmerk. ✓
- Bou kliéntlojaliteit. ✓

(4) (Enige 4 x 1)

5.2 5.2.1

- Die sakeplan bevat 'n voorblad. ✓
- Bevat die maatskappy se doelwitte en strategieë. ✓
- Daar is geen personeelplan nie. ✓
- Daar is geen finansieelplan nie. ✓
- Daar is geen bemarkingsplan nie. ✓
- Geen besighedsbeskrywing. ✓
- Bevat geen operasioneleplan nie. ✓

(5) (Enige 5 x 1)

- 4.5.4 • Vleis moet nooit in water gedompel of gewas word nie. ✓  
 • Vleis moet nooit vooraf gesout word nie, omdat sout vleissappe uittrek. ✓  
 • Dit moet korrek ontdooi word in die yskas, om verlies weens uitdrup te beperk. ✓  
 • Vleis moet nie vir te lank teen baie hoë of lae temperature gaargemaak word nie. ✓ (Enige 3 x 1) (3)
- 4.5.5 • Volstruis ✓  
 • Koedoe ✓  
 • Springbok ✓  
 • Blesbok ✓  
 • Haas ✓  
 • Ystervark ✓  
 • Krokodil ✓ (Enige relevante antwoord) (Enige 3 x 1) (3)
- TOTAAL AFDELING C: 80**
- [40]**

4.2.3	• Gebruik sous wat die nagereg komplimenteer of in kontras daarmee is. ✓ • Garnering in die vorm van 'n sprinkeling van versiersuiker of kakao, 'n ingewikkelde sjokolade- of spinsuikervorm of gebakte tulle, maak dit interessant. ✓ • Kies 'n bord vir sy kleur, grootte en vorm. ✓ • Balanseer al die aspekte soos tekstuur, vorm, smaak en kleure om dit meer aantreklik te maak. ✓ • 'n Basis soos kors, meringue of sponskoek kan struktuur verskat en vorm die fondasie vir 'n finale produk. ✓ • 'n Bolaag kan met gelepel, gesput of gerangskik word bo op die nagereg. ✓ • Glansering kan gebruik word om die kleur en geur te komplimenteer. ✓	(4)	(Enige 4 x 1)	4.3	4.3.1	Broskorstertdeeg ✓	(1)	4.3	4.3.2	Bak blind ✓ – om die deeg te bak voor die vulsel bygevoeg word. ✓	(2)	4.3.3	• Randkoek ✓ • Pastie ✓ • Tertbasis ✓ • Hertzogies ✓ • Konfyttertjies ✓ • Vrugttertjies ✓ • Korniese pastetjies ✓	(2)	(Enige 2 x 1)	4.3.4	• Broskorsdeeg moet sag, bros of fyn krummels het. ✓ • Moet goue bruin kors het. ✓ • Moet nie skiflerend wees nie. ✓ • Moet bros wees. ✓ • Moet nie klawerig en taai wees nie. ✓ • Moet ryk wees. ✓	(3)	(Enige 3 x 1)	4.4	4.4.1	Chouxpasta ✓	(1)	4.4.2	(a) Te veel water verdamp wat sal lei tot te min stoom vir die finale produk. ✓	(1)	(b) Om stoom te ontwikkel en vir die vorming van 'n holte wat binne die beslag oppof. ✓	(1)	(c) Om die holte uit te droog./Om die kookproses te voltooi./Om te verhoed dat dit brand. ✓	(1)	4.4.3	Die verhouding van water tot smeer is 2 : 1. ✓	(1)	4.5	4.5.1	T-bone steak ✓	(1)	4.5.2	Lende ✓	(1)	4.5.3	• Rooster ✓ • Braai ✓ • Panbraai ✓	(2)	(Enige 2 x 1)
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3.4 Totale spyskaartprys vir funksie

$$(R35 \times 40) = R1\,400,00 \checkmark + (R25 \times 10) = R250,00 \checkmark$$

$$= R1\,650,00 \checkmark$$

(3)

3.5 Totale spyskaartprys as 45% bygesit word om ander onkoste te dek:

$$R1\,650,00 \times \frac{45}{100} = R742,50 \checkmark$$

$$= R1\,650,00 + R742,59 \checkmark$$

$$= R2\,392,59 \checkmark$$

(3)

3.6 Geskik  $\checkmark$  – geen aandete gaan na die funksie bedien word nie.  $\checkmark$

(2)

[40]

#### VRAAG 4

4.1 4.1.1 Inmaak of bottelering  $\checkmark$

(1)

4.1.2 Voedselpreservering verhoed dat die voedsel deur die aksie van

ensieme en mikro-organismes bederf word.  $\checkmark$

• Om die veilige bewaringstyd van voedsel-items te verhoog.  $\checkmark$

• Om beskikbaarheid van voedsel-items regdeur die jaar te

verseker.  $\checkmark$

• Maak die vervoer van voedsel-items makliker en verseker dat dit

vryliker beskikbaar is.  $\checkmark$

• Dit kan tyd en werk spaar aangesien sekere voorbereiding alreeds

gedoen is.  $\checkmark$

• Etikette verskat voedingswaarde inligting.  $\checkmark$  (Enige 4 x 1)

(4)

4.1.3

• Was glasbottels in warm seperige water en spoel af.  $\checkmark$

• Kook dit vir omtrent 10 minute.  $\checkmark$

• Maak dit onderste bo in 'n warm oond droog.  $\checkmark$

• Steriliseer die deksels op dieselfde manier.  $\checkmark$

• Die nat bottels of bekere kan gemikrogoft word tot dat die water

kook en verdamp.  $\checkmark$

(3) (Enige 3 x 1)

4.2

4.2.1

• Spoel die warmhouer onder koue water af waarmee 'n paar

druppels olie gevoeg is.  $\checkmark$

• Sproei liggies met 'n geen-vassit sproei.  $\checkmark$

• Borsel dit liggies met olie.  $\checkmark$

(2) (Enige 2 x 1)

4.2.2

(a) Rou papaja sal die vorming van 'n gel verhoed weens die

teenwoordigheid van proteolitiese ensieme in rou papaja.  $\checkmark$

(1)

(b)

Alkohol sal 'n stewiger gel produseer.  $\checkmark$

(1)

(c)

Suur vertraag die vorming van 'n gel OF 'n swakker gel sal gevorm

word.  $\checkmark$

(1)

- Braking ✓
  - Diarree ✓
  - Erg lae bloeddruk ✓
  - Anatilaksie ✓
  - Ekseem ✓
- (3) (Enige 3 x 1)
- Morele grondslag, gebaseer op 'n beswaar teen die doodmaak van diere. ✓
  - Gesondheidsredes, as gevolg van die hoë vlakke van cholesterol en hormone in die vleis. ✓
  - Godsdienstige oortuigings kan die eet van vleis verbied. ✓
  - Daar word gesê dat die vleisbedryf 'n negatiewe impak op die omgewing het. ✓
  - Sommige mense hou nie van die smaak van die vleis nie. ✓
  - Vleis is duurder as plantproteïene. ✓
- (4) (Enige 4 x 1)
- Dit is goedkoper as dierproteïen. ✓
  - Dit is maklik om te gebruik, want dit is maklik om te hidreer en in disse te gebruik. ✓
  - Dit is 'n uitstekende bron van voedingstowwe. ✓
  - Dit is 'n plaasvervanger vir dierlike proteïen. ✓
  - Dit help vleis in verskillende geregte rek. ✓
  - Dit is laag in kilojoules en is voordelig vir gesondheid omdat dit nie versadigde vette of cholesterol bevat nie. ✓
  - Dit het 'n lae glukemiese indeks en kan help om diabetes te voorkom. ✓
  - Dit is maklik om te bewaar, want dit kan droog gekoop word. ✓
  - Dit het 'n goeie raklewe. ✓
- (4) (Enige 4 x 1)
- 3.2 3.2.1
- 3.2 3.2.2
- 3.2.3 Tofu – is 'n wit, kaasagtige stremsel gemaak van sojabone. ✓
- (1)

3.3

**KWOTASIE**

3.3.1	<b>Naam van klient:</b>	Mnr Smith	✓
3.3.2	<b>Datum van funksie:</b>	28 Oktober 2014	✓
3.3.3	<b>Aantal mense:</b>	50	✓
3.3.4	<b>Tel:</b>	045 838 4708	✓
3.3.5	<b>Totale spyskaartprys p/p:</b>	R25,00 vegetariërs R35,00.	✓
3.3.6	<b>Deposito op die</b>	18 Oktober 2014	betaal word ✓
3.3.7	<b>Balanseer op die</b>	26 Oktober 2014	betaal word ✓
3.3.8	<b>Handtekeninge</b>	Voedseel- en drankoperateur	Klient

Datum

**AFDELING C: VOEDSEL- EN SPYSKAARTBEPLANNING –  
VOEDSELKOMMODITEITE**

**VRAAG 3**

- 3.1 3.1.1 • Voorbereding van die kos-items is tydrowend. ✓  
 • Etlieke peuselhapppie per persoon moet berei word. ✓  
 • Die voedsel-items kan duur wees as proteien die hoofbestanddeel vir die meeste happies is. ✓  
 • Mensse kan honger wees teen die tyd dat die funksie begin en kan dus meer eet. ✓  
 • Gaste kan ongemaklik raak om vir die duur van die funksie te staan. ✓  
 • Gaste maak hulle vingers vuil. ✓  
 • Dit vereis baie voorbereiding. ✓  
 (4) (Enige 4 x 1)
- 3.1.2 • Maak seker dat die lokaal die aantal gaste kan akkommodeer. ✓  
 • Versier die lokaal volgens die spesifieke tema as daar een is, andersins skep 'n warm atmosfeer met dowwe beligting. ✓  
 • Maak seker dat jy genoeg kleinbordjies en servette het vir die aantal gaste. ✓  
 • Stel 'n buffettafels vir die peuselhappies op indien die selfbedieningsformaat gebruik gaan word. ✓  
 • Maak seker dat al die koue happies op die tafel geplaas word voor die gaste arriveer. ✓  
 • Indien stoele gebruik gaan word moet dit oral in die onthaallokaal of teen die muur gerangskik word. ✓  
 • Klein tafels kan voorsien word vir gebruikte glase en borde. ✓  
 • Blomme is nie nodig nie, maar blommerangskikkings moet groot en hoog wees. ✓  
 • Stel 'n tabel op om as 'n kroegarea te dien as daar is geen kroegarea is nie, en maak seker dat daar genoeg glase, ysbakke, ys en kurktrakkers is. ✓  
 • Musiek sal help om die gaste in 'n goeie bui te kry en moet by die tema of atmosfeer pas. ✓  
 (5) (Enige 5 x 1)
- 3.1.3 • Schaaldierenskulpvis ✓  
 • Boonneute ✓  
 • Vis ✓  
 • Melk ✓  
 • Sojaprodukte ✓  
 • Koring – gluten ✓  
 • Eier ✓  
 (3) (Enige 3 x 1)
- 3.1.4 • Huiduitslag – veireaksie wat rooiheid, swelling en juk veroorsaak. ✓  
 • Waterige oë ✓  
 • Moeilike asemhaling ✓

**20 TOTAAL AFDELING B:**

- (2) (Enige 2 x 1) (Enige relevante antwoord) klagtes. ✓
- Die wyse en doeltreffendheid van die hantering van 'n gas se die personeel. ✓
  - Die professionaliteit, doeltreffendheid en vriendelikhed van 'n Die persepsie van waarde vir geld. ✓
  - Die vlak en gehalte van sorg en diens. ✓
  - Die betroubaarheid en doeltreffendheid van die diens. ✓
  - Die mededingbaarheid van die diens of ondervinding met die behoeftes van gaste. ✓
  - Die mededingbaarheid van die diens of ondervinding met die onderneming uit. ✓
  - Goed versorgde sjefs en keiners dra die beeld van die Reageer so gou as moontlik aangesien gaste nie wil wag nie. ✓
  - daarvolgens beloon word. ✓
  - Goed opgeleide werknemers wat gemotivered is en Goie gesindheid van die werknemers. ✓
  - onderneming. ✓
  - Die tipe diens wat gelewer word wat pas by die tipe Die beskikbaarheid van alles wat op die spyskaart is. ✓
  - erkenning kry nadat hulle stiplekke aangewys was. ✓
  - Tydsberekening – hoe vinnig die gaste deur die keiner Goed versorg, beleefd en besorgde eetkamer-gasheer. ✓
  - Verskat veilige parkeering vir kliente. ✓
  - Eerste indrukke. ✓
- 2.2.4
- (3) (Enige 3 x 1) (Enige relevante antwoord) Beoefen altyd selfbeheersing. ✓
- Wees kreatief. ✓
  - Wees geduldig/verdraagsaam. ✓
  - Wees betroubaar. ✓
  - Wy jouself ten volle aan jou werk. ✓
  - Kommunikkeer duidelik te ten einde misverstande te vermy. ✓
  - Gee jou samewerking ten alle tye. ✓
  - Luister na ander. ✓
  - Wees te alle tye waaksam. ✓
  - Hou vertroulike sake vir jouself. ✓
  - Wees produktief. ✓
  - Wees eerlik. ✓
  - Oefen beleefdheid onder alle omstandighede uit. ✓
- 2.2.3



**AFDELING B: KOMBUIS- EN RESTAURANTBEDRYWIGHEDE – HIGIENE, VEILIGHEID EN SEKURITEIT**
**VRAAG 2**

2.1	2.1.1	Hepatitis A ✓	(1)
	2.1.2	<ul style="list-style-type: none"> <li>• Omgekrapte maag ✓</li> <li>• Koors ✓</li> <li>• Aptyveries ✓</li> <li>• Maagpyn ✓</li> <li>• Diarree ✓</li> <li>• Donkergeel urine ✓</li> <li>• Liggekleurde stoelgange ✓</li> <li>• Naarheid ✓</li> <li>• Gelerige oë en vel</li> </ul>	(4)
	2.1.3	<ul style="list-style-type: none"> <li>• Was altyd jou hande nadat jy toilet besoek het. ✓</li> <li>• Drink gebottelde water in 'n plek waar hepatitis A in algemeen voorkom (ontwikkelende lande). ✓</li> <li>• Moenie vrugte en groente in onbehandelde water was nie of ysblokkies van onbehandelde water gebruik nie. ✓</li> <li>• Sien dadelik 'n dokter indien jy dink jy het in aanraking gekom met die hepatitis A virus. ✓</li> <li>• Kry hepatitis A-inenting. ✓</li> </ul>	(3)
2.2	2.2.1	<ul style="list-style-type: none"> <li>• Disse kan aangetekene word en geregte kan ontleed word. ✓</li> <li>• Die spyskaart- en bestanddeelkoste sowel as die produksiekoste en geprojekteerde verkoopprys kan bereken word. ✓</li> <li>• 'n Aanlynwoordeboek kan die name van bestanddele vertaal bv. Grieks na Engels. ✓</li> <li>• Beide die ontwikkeling en verandering van resepte is vereenvoudig. ✓</li> <li>• Resepte en bestanddele kan gelys word, wat maklik gestoor en getrek kan word. ✓</li> <li>• Bestellings kan maklik en akkuraat saamgestel word. ✓</li> <li>• Metriek omskakeling kan outomates gedoen word. ✓</li> <li>• Forsegrootes kan op 'n resep gedruk word, word wat die beplanning vir buffetfunksies makliker maak. ✓</li> <li>• Voedingwaardes kan vasgestel word. ✓</li> </ul>	(4)
	2.2.2	<ul style="list-style-type: none"> <li>• Dit is 'n bron van inligting. ✓</li> <li>• Dit spaar tyd en koste. ✓</li> <li>• Bestuurders het beter beheer oor hul gasvryheidsonderneming. ✓</li> <li>• Dit stel die onderneming in staat om 'n beter diens aan hul kliente te lewer. ✓</li> <li>• Dit is makliker om inligting te herorganiseer en die nodige veranderinge te maak. ✓</li> <li>• Die World Wide Web is 'n groot bron van inligting en word gebruik vir die bemarking van hotelle en restaurante aan die publiek. ✓</li> <li>• Dit is meer akkuraat. ✓</li> </ul>	(3)

**TOTAAL AFDELING A: 40**

(5) (5 x 1)

(10) (10 x 1)

- 1.5 KEUSE-ITEMS**
- 1.5.1 Bain Marie ✓
  - 1.5.2 Warmplaat ✓
  - 1.5.3 Kontoor ✓
  - 1.5.4 Kruissteltjie ✓
  - 1.5.5 Guëridonwaentjie ✓

- 1.4 ONTBREKENDE WOORDE OF TERME**
- 1.4.1 Tangetjie ✓
  - 1.4.2 Garnering ✓
  - 1.4.3 Karaffie ✓
  - 1.4.4 Bemarking ✓
  - 1.4.5 Marmering ✓
  - 1.4.6 Peulgewasse ✓
  - 1.4.7 Anti-retrovirale ✓
  - 1.4.8 Orhoofse koste ✓
  - 1.4.9 Kierebeleid ✓
  - 1.4.10 Tuberkulose ✓

(5) (5 x 1) (Enige orde)

- A ✓
- C ✓
- E ✓
- F ✓
- G ✓

**1.3 KIES DIE KORREKTE ANTWOORDE**

## AFDELING A

## VRAAG 1

## 1.1 MEERVOUTDIGEKEUSE-VRAE

1.1.1 B ✓

1.1.2 D ✓

1.1.3 C ✓

1.1.4 A ✓

1.1.5 D ✓

1.1.6 C ✓

1.1.7 B ✓

1.1.8 D ✓

1.1.9 B ✓

1.1.10 B ✓

## 1.2 PASITEMS

1.2.1 D ✓

1.2.2 G ✓

1.2.3 F ✓

1.2.4 I ✓

1.2.5 J ✓

1.2.6 H ✓

1.2.7 K ✓

1.2.8 A ✓

1.2.9 B ✓

1.2.10 C ✓

Kopiereg voorbereu

Blaai om asseblief

(10 x 1) (10)

(10 x 1) (10)

Hierdie memorandum bestaan uit 14 bladsye.

PUNTE: 200

**GASVRYHEIDSTUDIES  
MEMORANDUM**

**SEPTEMBER 2014**

**GRAAD 12**

**NASIONALE  
SENIOR SERTIFIKAT**

