



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	<b>FOOD SPOILAGE</b>	<b>FOOD POISONING</b>
	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"> <li>• Is a strong flavoured mustard. ✓</li> <li>• It has no vinegar in it. ✓</li> <li>• It may contain lemon juice. ✓</li> </ul>	<ul style="list-style-type: none"> <li>• Is milder in taste. ✓</li> <li>• It has vinegar in it. ✓</li> <li>• It may contain white or red wine. ✓</li> </ul>

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

(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 linkerhand. ✓  
 • 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 verskeer beter porsiebeheer. ✓  
 • 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 verhet. ✓
- 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 effektiwewe 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 beboet 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 • Werkspreek geondheid- en veiligheidsbeleid en riglyne saam te stel. ✓  
 • Werkspreekgeondheid- 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]

- (3) 4.6.7
- Bewaar in 'n koel, droë en donker plek. ✓
  - Bewaar teen kamertemperatuur. ✓
  - Dit moet in 'n lugdigte houer bewaar word. ✓

(1) 4.6.6 Stowe ✓

- (3) 4.6.5
- Wanneer aftreksel begin kook, moet dit na prut omgeskakel word. ✓
  - Skiep 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)

(2) 4.6.4

<b>WIT AFTREKSEL</b>	• Bene word geblansjeer om ligte kleur te gee. ✓
<b>BRUIN AFTREKSEL</b>	• Bene en mirepoix word eers gerooster om 'n ryk donker kleur te verseker. ✓

- (4) 4.6.3
- 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. (Enige 4 x 1)

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

(1) 4.6 4.6.1 Helder sop ✓

(2) (Enige 1 elk)

<b>ENGELSE MOSTERD</b>	• Sterk geur mosterd. ✓
<b>FRANSE MOSTERD</b>	• Minder sterker geur. ✓
	• Bevat nie asyn nie. ✓
	• Bevat suurlemoensap. ✓
	• Mag wit- of rooiwyn bevat. ✓

- (2) 4.4
- 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 rymsmiddel – Bakpoeler ✓
- Fisiese rymsmiddel – 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 versies 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 dieetversies en persoonlike voorkeure van gaste. ✓
  - Die seisoen. ✓
  - Tyd van die dag. ✓
  - Aantal gaste. ✓
  - Die duur van die funksie. ✓
- (Enige relevante antwoord)
- 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
- Botterskorsie – Pampoene en skorsies ✓
  - Wortels – Wortels ✓
  - Sampoene – Swamme ✓
- 3.2.6
- 3.3

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

- 3.1 3.1.1 **Totale koste van bestanddele:**
- Aartappels -  $\frac{1\ 000\text{ g}}{500\text{ g}} \times R14,99 \checkmark$
  - Eiers -  $\frac{1}{12} \times R12,50 \checkmark$
  - Margarien -  $\frac{25\text{ g}}{500\text{ g}} \times R19,45 \checkmark$
  - Witpeper -  $\frac{1}{9} \times R10,50 \checkmark$
  - 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 parking 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 uitgeklee 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./ Kalmteer die gaste. ✓
  - 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)

<b>VOEDSELBEDERF</b>	Veroorsaak deur ensieme, mikro-organismes, knusings, beskadiging deur insekte en plaë. ✓
<b>VOEDSELVERGIFTIGING</b>	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. ✓
- (4) (Enige 4 x 1)
- 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 MEERVONDIGKEUSE-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)
1.2	C ✓	1.2.1		
	F ✓	1.2.2		
	D ✓	1.2.3		
	A ✓	1.2.4		
	B ✓	1.2.5		(5)
1.3	D ✓	1.3.1		
	F ✓	1.3.2		
	E ✓	1.3.3		
	G ✓	1.3.4		
	B ✓	1.3.5		(5)
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)
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)
1.6	B ✓	1.6.1		
	C ✓	1.6.2		
	E ✓	1.6.3		
	F ✓	1.6.4		
	H ✓	1.6.5		(5)

## TOTAAL AFDELING A: 40

Hierdie memorandum bestaan uit 12 bladsye.

PUNTE: 200

**GASVRYHEIDSTUDIES  
MEMORANDUM**

**NOVEMBER 2014**

**GRAAD 11**

**NASIONALE  
SENIOR SERTIFIKAAT**

