

POSSIBLE ANSWERS FOR:

HOTELKEEPING AND CATERING SG  
HOTELHOUDING EN SPYSENIERING SG

TIME / TYD: 3 hours / uur

MARKS / PUNTE: 200

1.1

- 1.1.1 A
- 1.1.2 A
- 1.1.3 D
- 1.1.4 A
- 1.1.5 B
- 1.1.6 D
- 1.1.7 C
- 1.1.8 D
- 1.1.9 C
- 1.1.10 B
- 1.1.11 A
- 1.1.12 D
- 1.1.13 D
- 1.1.14 C
- 1.1.15 B
- 1.1.16 C
- 1.1.17 C
- 1.1.18 A
- 1.1.19 B
- 1.1.20 D

(20)

1.2

- 1.2.1 Hollandaise
- 1.2.2 Tray / skinkbord
- 1.2.3 Japanese
- 1.2.4 Vinaigrette
- 1.2.5 Table d' hôte (5)

1.3

- 1.3.1 B
- 1.3.2 F
- 1.3.3 D
- 1.3.4 A
- 1.3.5 E (5)

1.5

- 1.5.1 True / waar
- 1.5.2 True / waar
- 1.5.3 False / onwaar
- 1.5.4 True / waar
- 1.5.5 True / waar (5)

1.4

- A
- C
- E
- F
- H (5)

1.6

- B
- C
- E
- F
- G (5)

1.7

- 1.7.1 Silver / Guérdon
- 1.7.2 Plate / Bord
- 1.7.3 Tray / Skinkbord
- 1.7.4 Buffet
- 1.7.5 Banquet (5)

TOTAL FOR SECTION A / TOTAAL VIR AFDELING A: [50]



**QUESTION 2****2.1**

2.1.1 Taste; controls fermentation; strengthens the gluten (3)  
Bread can be kept longer

2.1.2 - the yeast has a finer texture  
- takes 10 – 15 minutes to rest  
- rises quickly  
- is added to the dry ingredients immediately  
- directly added to dry ingredients  
- short rest period / no rest period any (2)

2.1.3 - source of food  
- adds taste  
- provides colour  
- too much sugar retards growth of yeast  
- speeds up the fermentation process activate yeast any (4)

2.2.1 Tart crusts; pies, eccles cake; Bouchees, col-au-vents; Traditional milk tart; jam tarts; custard slices; Palmers cream horns; beef Wellington any 2x½ (1)

2.2.2 - all apparatus and ingredients must be cold  
- work on cold surface  
- handle pastry as little as possible  
- use the minimum amount of flour when rolling  
- roll out lightly  
- do not stretch the pastry any 4 (4)  
- marble slab (1)

2.2.3 220°C

2.3 - grape juice✓ and natural✓ yeast – sugar✓ converted into alcohol✓  
and carbon✓ dioxide – CO<sub>2</sub> released  
- when all sugar has been converted = wine (5)

**2.4**

2.4.1 fortified wine

2.4.2 white wine

2.4.3 fermented molasses / sugar cane

2.4.4 brandy

2.4.5 cane spirits

(5)  
[25]



**QUESTION 3**

- 3.1.1 Eclair – France  
 milk tart – South Africa  
 baklava – Greece  
 steamed pudding – England  
 apfelstrudel – Austria (5)

3.1.2 It is a movable trolley or table (1)

3.1.3 Spoon and fork (1)

- 3.1.4 A short crust / puff pastry  
 B baklava: -phyllo  
 C apfelstrudel: -phyllo / strudel pastry (3)

- 3.1.5 - next to the table of the guests  
 - never pull the trolley  
 - keep in the same position until all the guests at a table have been served (3)

**3.2**

- 3.2.1 A sponge / hydrate  
 B stabilize  
 C collagen  
 D mousse  
 E bombe (5)

3.2.1 vanilla bavarois – set in a charlotte mould lined with finger biscuits (2)

- 3.2.2 A Contains proteolytic enzymes that destroy protein  
 B mould was not prepared with oil or cold water or gelatine did not set  
 C Egg custard was too hot  
 D Too much sugar was added or too much acid  
 E Temperature too high / mousse stands too long (5)

3.2.3 Vanilla bavarois set✓ in a charlotte mould lined with finger✓ biscuits (2)  
**[25]**



## QUESTIONS 4

### 4.1

- 4.1.1 White wine (1)
- 4.1.2 to ensure that the right wine is opened (1)
- 4.1.3 - host should taste  
 - pour for ladies first  
 - pour glasses  $\frac{2}{3}$  full  
 - pour lastly for host  
 - serve from right-hand side  
 - never lift glasses  
 - white wines are placed in cooler  
 - bottle must not touch the glass  
 - twist bottle to stop the flow of the wine any 5 (5)

### 4.2

- 4.2.1 asparagus – stems  
 mushrooms – fungi
- 4.2.2 (a) Bearnaise sauce✓: Warm butter sauce – thicker than  
 Hollandaise✓ – reduction of shallots, peppercorns, tarragon  
 vinegar (any 2) (2)
- (b) Sauce Tartare: basic mayonnaise added onions, capers,  
 gherkins (2)
- (2 marks are given if a clear understanding of the dish is given)

- 4.3 - use clean glasses  
 - present the wine to the host  
 - host must taste the wine  
 - pour wine as before  
 - use white wine glasses any (4)

### 4.4

- 4.4.1 A. Beef Stroganoff – fillet  
 B. T-bone – loin  
 C. Pork Schnitzel – Leg of Pork  
 D. Lamb Noisette – Lamb rib (4)
- 4.4.2 Velouté / demi glace / Espagnole (1)
- 4.4.3 - beurre manie  
 - cornflour (2)



- 4.4.4

A.  
B.

Demi-glace / Espagnole  
Demi-glace / Espagnole

(2)
- 4.4.5

-  
-

smooth  
tasty

-  
-

right thickness  
shiny

-

characteristic taste  
any 4

(4)  
[30]

QUESTION 5

- 5.1

-  
-  
-  
-  
-  
-

seal  
do not wash meat  
do not add salt before cooking  
do not overcook  
use correct cooking method (moist heat)  
thaw correctly

any 4

(4)
- 5.2

larder – insert strips of bacon into✓✓ the meat. Marinade – cover meat✓✓  
with a spicy sauce containing acid. Leave for some time.

(4)
- 5.3

5.3.1  
5.3.2  
5.3.3  
5.3.4

D  
A  
B  
C

(4)
- 5.4

-  
-  
-  
-  
-

colour, texture, bone, grading, smell  
meat must be firm  
beef = red colder  
lamb = dark red  
fat = evenly distributed – not oily  
little bone

any 3

(3)
- 5.5

5.5.1  
5.5.2  
5.5.3  
5.5.4  
5.5.5

C  
F  
B  
A  
D

(5)

[20]

TOTAL FOR SECTION B: [100]



## SECTION C

## QUESTION 6

6.1

6.12

6.1.1	A.	Cheque	(1)	Date, correct name made out to;	
				amount in numbers, signature, crossed	
				any 2	(3)
	B.	Credit card	(1)	signature; date valid; name on front of	
				card, hot list	
				any 2	(6)
	C.	Cash	(1)	falsified notes, correct amount	

- 6.1.2 - apologise  
 - write "cancelled" across faulty account  
 - keep faulty account to one side  
 - reprint account  
 - apologise again  
 any (3)

6.2

- 6.2.1 in a case of: stealing✓, bad behaviour✓, e.g. drunkenness;  
 negligence that✓ is a safety risk, Vandalism✓  
 any 3 (3)

- 6.2.2 A. illegal  
 B. illegal  
 C. legal  
 D. illegal  
 (4)

6.3

- 6.3.1 - Apply direct pressure  
 - keep patient calm  
 - raise bleeding part higher than patient's heart  
 - take patient to hospital / medical help  
 any 3 (3)
- 6.3.2 - place the patient in a cool place  
 - fresh air  
 - loosen restricting clothing  
 - let him lie down  
 - feet higher than head  
 any 3 (3)

**[25]**



## QUESTION 7

## 7.1

- 7.1.1 A
  - 7.1.2 E
  - 7.1.3 C
  - 7.1.4 B
  - 7.1.5 F
- (5)

- 7.2.1 - force cap
  - drain auger
  - high pressure aerosol drain cleaner
  - open clean-out plug
- (3)

- 7.2.2 E = green
  - N = blue
  - L = brown / red
- (3)

## 7.3

- 7.3.1 A. front office → housekeeping
  - how many guests are expected
  - groups
  - special requests
  - detail about arrival and departure

any 3 (3)

- 7.3.1 B. housekeeping – reception
  - rooms to be redecorated / maintenance / not to be used
  - rooms still occupied
  - rooms ready for guests
  - things missing from the room
  - things left by guests

(3)

- 7.3.2 - cleaning rooms and bathrooms
  - cleaning private lounges
  - changing linen
  - making beds
  - executing special requests
  - ensure extras (soap, bath oils, etc.) are filled up.
  - clean 10 – 15 rooms
- any 4 (4)

7.4

- 7.4.1 club catering
- 7.4.2 outside caterers
- 7.4.3 in-house caterers
- 7.4.4 franchise

	(4)
	[25]
TOTAL SECTION C:	[50]
TOTAL:	200