



B O A R D O F S T U D I E S
NEW SOUTH WALES

2013

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Hospitality

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
Black pen is preferred
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 5, 7, 9, 11 and 13

Total marks – 80

Section I Pages 2–4

15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II Pages 5–13

35 marks

- Attempt Questions 16–20
- Allow about 50 minutes for this section

Section III Page 15

15 marks

- Attempt Question 21
- Allow about 25 minutes for this section

Section IV Page 16

15 marks

- Attempt ONE question from Questions 22–24
- Allow about 25 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

- 1** At a casino, which department would have primary responsibility for the promotion of events?

 - (A) Gaming
 - (B) Front office
 - (C) Human resources
 - (D) Sales and marketing

- 2** Which of the following is an example of an external customer?

 - (A) A manager
 - (B) A sous chef
 - (C) A consultant
 - (D) A holiday-maker

- 3** Which of the following is the most appropriate first aid dressing for use by a chef working in the hospitality industry?

 - (A) Waterproof, blue
 - (B) Self-adhesive, clear
 - (C) White, hypo-allergenic
 - (D) Non-porous, skin colour

- 4** A waitperson asks a customer, ‘What sauce would you like with your steak?’

Which type of questioning technique is the waitperson using?

 - (A) Open
 - (B) Closed
 - (C) Reflective
 - (D) Rhetorical

- 5 Which of the following is a human factor that may cause a hazard in the workplace?
- (A) Poor ventilation
 - (B) Inadequate amenities
 - (C) Damaged floor coverings
 - (D) Lack of employee supervision

- 6 Which row in the table correctly shows a function of a sanitiser and a detergent?

	<i>Sanitiser</i>	<i>Detergent</i>
(A)	remove grease	kill bacteria
(B)	kill bacteria	remove bacteria
(C)	remove grease	remove grime
(D)	remove bacteria	remove grime

- 7 In which list are ALL the items stock and supply resources used in a hotel?

- (A) Printer ink, soap, sanitiser
- (B) Sanitiser, refrigerator, paper
- (C) Detergent, electricity, towels
- (D) Baking soda, detergent, computer

- 8 To convey a positive message to customers, which of the following is most important?

- (A) Tone
- (B) Volume
- (C) Speed of delivery
- (D) Questioning techniques

- 9 Which criterion for the selection of personal protective equipment (PPE) is NOT directly related to the prevention of accidents and injuries?

- (A) Correct fit
- (B) Serviceability
- (C) Correct for the task
- (D) Manufacturer's specifications

- 10** In which of the following are both issues ethical considerations for the hospitality industry?
- (A) Distribution of tips and public liability
 - (B) Liquor licensing and workplace relations
 - (C) Overbooking of clients and consumer protection
 - (D) Gifts and services free of charge and commission procedures
- 11** In which of the following would a failure to maintain security also result in a breach of the *Privacy Act 1988* (Cth)?
- (A) Key control
 - (B) Cash management
 - (C) Monitoring of stock
 - (D) Equipment maintenance
- 12** Which strategy would be most effective in improving environmental sustainability in a hospitality workplace?
- (A) Increase tariffs
 - (B) Increase staff levels
 - (C) Increase guest services
 - (D) Increase equipment maintenance
- 13** Which list contains THREE sectors of the hospitality industry?
- (A) Restaurants, cafes and clubs
 - (B) Industry associations, councils and taskforces
 - (C) Food and beverage, front office and maintenance
 - (D) Gaming, accommodation and visitor information services
- 14** When communicating in the workplace what is *subtext*?
- (A) A text type used in the industry
 - (B) The meaning behind what is being said
 - (C) The context in which the conversation is set
 - (D) Fine print explaining major points more fully
- 15** Which food poisoning bacteria is most likely to be found in cream-filled bakery products?
- (A) Salmonella
 - (B) Clostridium botulism
 - (C) Staphylococcus aureus
 - (D) Clostridium prefringens



Hospitality

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Centre Number

Section II

35 marks

Attempt Questions 16–20

Allow about 50 minutes for this section

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Student Number

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 16 (6 marks)

- (a) Define the term *compliance* with reference to the hospitality industry. Include an example in your answer. 2

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- (b) What is the relevance of the *Protection of the Environment Operations Act 1997* (NSW) (amended 2005) to the hospitality industry? 4

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Centre Number

Section II (continued)

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Student Number

Question 17 (7 marks)

- (a) Outline the possible consequences of poor workplace hygiene in a restaurant for both customers and employers. **3**

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- (b) Describe the hygiene practices required in the following areas of a hospitality establishment:

- (i) public areas **2**

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- (ii) storage areas **2**

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Question 18 (7 marks)

- (a) Why is it important to demonstrate respect and empathy when working with colleagues? **3**

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- (b) Explain how a hospitality organisation could create cohesiveness in a culturally diverse workplace. **4**

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Question 19 (7 marks)

Using examples, justify the importance of honesty, confidentiality and consistency of service for an employee working in the hospitality industry.

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Question 20 (8 marks)

Explain how barriers to effective communication can affect the operation of a hospitality establishment. **8**

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Hospitality

Section III

15 marks

Attempt Question 21

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

In your answer you will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
-

Question 21 (15 marks)

Explain how the *Work Health and Safety Act 2011* (NSW), WorkCover NSW, and Codes of Practice assist in ensuring the health and safety of employees in the hospitality industry in NSW.

Please turn over

Section IV

15 marks

Attempt ONE question from Questions 22–24

Allow about 25 minutes for this section

Answer the question in a SEPARATE writing booklet. Extra writing booklets are available.

Question 22 — Commercial Cookery (15 marks)

- (a) Describe the criteria that should be used for the selection and storage of dairy products and eggs. **5**
- (b) Explain the potential food hazards and high risk situations that a chef must be aware of to ensure a high standard of food safety. In your answer, provide industry examples. **10**

OR

Question 23 — Food and Beverage (15 marks)

- (a) Describe the criteria that should be used for the selection and storage of dairy products and eggs. **5**
- (b) Explain the workplace procedures that a food and beverage attendant must follow to ensure the safety of food served and sold to customers. In your answer, provide industry examples. **10**

OR

Question 24 — Accommodation Services (15 marks)

- (a) Describe the indicators that a housekeeping attendant would use to determine whether unusual or suspicious situations may be occurring in a guest room. **5**
- (b) Explain the procedures that could be used to ensure the effective management of the various types of mail in a large hotel. **10**

End of paper