



BOARD OF STUDIES
NEW SOUTH WALES

2013 HSC Hospitality Marking Guidelines

Section I

Multiple-choice Answer Key

Question	Answer
1	D
2	D
3	A
4	A
5	D
6	D
7	A
8	A
9	B
10	D
11	A
12	D
13	D
14	B
15	C

Section II

Question 16 (a)

Criteria	Marks
• States the meaning of the term <i>compliance</i> with a correct example	2
• States the meaning of <i>compliance</i> in limited terms OR provides an example	1

Sample answer:

Compliance is the process of ensuring certain standards and practices outlined in legislation and codes of practice are fully met. For example, in the hospitality industry a chef must comply with the *Food Act NSW (2003)* and ensure all standards outlined in the Act are met when preparing food.

Question 16 (b)

Criteria	Marks
• Provides detailed information about the relevance of the <i>Protection of the Environment Operations Act 1997 (NSW)</i> to the hospitality industry	4
• Provides information about the relevance of the <i>Protection of the Environment Operations Act 1997 (NSW)</i> to the hospitality industry	3
• Provides limited information about the <i>Protection of the Environment Operations Act 1997 (NSW)</i>	2
• Makes a statement about the <i>Protection of the Environment Operations Act 1997 (NSW)</i> or its effect on the hospitality industry	1

Sample answer:

The *Protection of the Environment Operations Act 1997 (NSW)* has significant relevance to the hospitality industry. The Act aims to protect, restore and enhance the quality of the environment we live in. The Act prevents businesses and individuals discharging into the environment any harmful substances which can cause health risks and environmental damage. For example, a chef who is complying with this legislation must not dispose of oil down the sink but rather collect the oil in containers to be professionally removed and disposed of. The Act also enforces sustainable use of materials and resources using principles of reuse and recycling. Hotels may apply this principle in guest bathrooms by encouraging guests to re-use towels. This minimises water usage in the laundering of linen.

Answers could include:

The main features of the *Protection of the Environment Operations Act 1997 (NSW)*:

- protect, restore and enhance the quality of the environment in NSW
- reduce risks to human health and prevent harm to the environment
- reduce discharge of substances likely to cause harm to the environment
- reduce the use of materials and encourage the re-use and recycling of materials
- increase monitoring and reporting of environmental quality on a regular basis

- simplify and strengthen the legal framework for environmental protection
- provide greater opportunities for public involvement in environmental protection
- eliminate the use of harmful waste.

Question 17 (a)

Criteria	Marks
• Sketches in general terms possible consequences of poor workplace hygiene in a restaurant for BOTH customers and employers	3
• Sketches in limited terms possible consequences of poor workplace hygiene for customers AND/OR employers	2
• Makes statement(s) about possible consequences of poor workplace hygiene for customers OR employers	1

Sample answer:

Customers:

- Poor hygiene could result in food contamination leading to food poisoning and making the customer ill.
- Inferior food product presented to customer to eat – poor food hygiene may result in loss of quality of a food item. For example a food that is incorrectly stored (such as a peach stored at room temperature (11–22°C) rather than 1–4°C) may become soft and lose quality.

Employer:

- Loss of reputation – Once it becomes known that people have become sick as a result of eating at the restaurant other potential visitors may not frequent the restaurant.
- Loss of profit – due to loss of customers once a bad reputation is established.
- Possible fines and penalties due to prosecution under the *Food Act NSW 2003*.

Answers could include:

Customer:

- food poisoning
- unpleasant dining experience

Employer:

- loss of reputation
- loss of profit
- possible fines

Question 17 (b) (i)

Criteria	Marks
• Provides characteristics and features of hygiene practices required in public areas of a hospitality establishment	2
• Makes relevant statements about hygiene practices required in public areas of a hospitality establishment	1

Question 17 (b) (ii)

Criteria	Marks
• Provides characteristics and features of hygiene practices required in storage areas of a hospitality establishment	2
• Makes relevant statements about hygiene practices required in storage areas of a hospitality establishment	1

Sample answer:

Hygiene procedures are required for all areas in a hospitality establishment. The procedures required will vary depending on the type of area and what it is used for. Public areas including toilets, restrooms and foyers need to be kept clean to the highest standard using chemicals and equipment. For example; the foyer floor will be vacuumed, washed and polished to provide a sparkling first impression for the customer.

Storage areas including coolrooms, dry stores and liquor stores need to be swept, washed out and kept tidy. All items need to be in correct containers, for example, food should be sealed and labelled with a date and description. All stock should be rotated first in, first out or last in, last out (FIFO/LILO).

Answers could include:

Public areas – all areas should be kept clean using suitable chemicals and cleaning equipment.
Areas include – toilets, restrooms, foyers, gym, spas.

Storage areas – should be kept clean and tidy to avoid vermin infestation. All storage areas should be kept at correct temperatures for goods.

Areas include – coolrooms, dry stores, equipment stores, stationery stores, liquor stores.

Question 18 (a)

Criteria	Marks
• Provides detailed information about the importance of demonstrating respect and empathy when working with colleagues	3
• Provides information about the importance of demonstrating respect and empathy when working with colleagues	2
• Makes relevant statement/s about respect OR empathy when working with colleagues	1

Sample answer:

Demonstrating respect and empathy towards others is important to maintain healthy relationships in the workplace. Placing value in work colleagues by developing understanding and respect of their cultural needs and showing empathy towards their circumstances causes employees to feel valued. This then builds healthy and effective relationships in the workplace. This in turn may encourage employees to enjoy their work, work efficiently and productively in a team thus providing quality service to customers.

Answers could include:

- Makes employees feel valued
- Fosters good working relationships
- Promotes teamwork
- Assists in providing quality service because employees are happy and customers feel valued

Question 18 (b)

Criteria	Marks
• Provides detailed information about how a hospitality organisation could make a culturally diverse workplace more cohesive	4
• Provides information about how a hospitality organisation could make a culturally diverse workplace more cohesive	3
• Provides limited information about how a hospitality organisation could make a culturally diverse workplace more cohesive	2
• Makes a statement/s about making a culturally diverse workplace more cohesive	1

Sample answer:

There are many ways an organisation can promote workplace diversity. Staff training allows employees to build a knowledge and understanding of other cultures that they are exposed to. This in turn helps to build tolerance within the workplace. For example, knowledge and understanding about religious practices such as dietary and worship requirements may enable an employee to show tolerance when a colleague is required to take leave for prayer or fasting.

Using a range of communication media and techniques helps to overcome language barriers that may exist. For example, staff newsletters or signs may be published in English and Japanese.

Encouraging staff to participate in a variety of celebrations throughout the year, for example, Chinese New Year, will enable all colleagues to value the religious and cultural diversity of colleagues and customers. This demonstrates an organisation's willingness to actively recognise and accommodate workplace diversity.

Answers could include:

Proactive strategies for promoting workplace diversity and accommodating individual differences in the workplace, including:

- Staff training
- Using an individual's difference/skills
- Using a range of communication media and techniques
- Promoting cultural celebrations and celebrating difference
- Actively seeking to break down barriers
- Developing a workplace culture of empathy and tolerance

Question 19

Criteria	Marks
<ul style="list-style-type: none">• Supports a detailed argument about the importance of honesty, confidentiality and consistency of service when working in the hospitality industry• Provides relevant industry examples	7
<ul style="list-style-type: none">• Supports an argument about the importance of honesty, confidentiality and consistency of service when working in the hospitality industry• Provides relevant industry examples	5–6
<ul style="list-style-type: none">• Supports a limited argument about the importance of honesty AND/OR confidentiality AND/OR consistency of service when working in the hospitality industry• Provides industry example(s)	3–4
<ul style="list-style-type: none">• Makes statements about the importance of honesty OR confidentiality OR consistency of service when working in the hospitality industry	1–2

Sample answer:

The success of any enterprise is dependent on the attributes of its employees. Honesty is of utmost importance as an employee will be presented with many situations where honesty is crucial. For example; a housekeeping attendant needs to display honesty when coming into contact with guests' valuables such as jewellery when cleaning a room. Guests want to be able to trust that personal possessions won't be tampered with or stolen during daily room servicing. A hotel that is known to have staff who steal items will develop a bad reputation and may lose customers.

Confidentiality is also very important as an employee in the hospitality industry will be exposed to very private customer information. For example; personal details such as addresses, phone numbers and banking information. Confidentiality is also essential when a high profile guest is within the establishment. Customers want to be able to trust that establishments won't pass on personal information or disclose details about their behaviour to a third party. Establishments known to be extremely confidential with sensitive information (such as VIP guests) may have more VIP guests stay with them.

Consistency of service helps to ensure that customers' needs and expectations are met every time they visit. When paying for goods or services it is essential that all customers feel satisfied, have needs met and receive value for money. For example; a business person may stay regularly in a hotel because each time they stay they have received efficient service, access to Wi-Fi facilities and a late check-out to cater for their flight.

Exhibiting the above three personal attributes and work ethics will provide customers with quality service, build trust between customers and the establishment and may result in repeat business and positive customer feedback.

Answers could include:

Honesty

- handling money
- distribution of tips
- access to guests' personal items when cleaning rooms

Confidentiality

- Access to guests' personal information; credit card details
- Privacy of VIP guests
- Workplace specific information that should be kept confidential

Consistency of service

- Meet customers' needs and expectations
- Sense of customer satisfaction
- Efficient running of business, maximise profit

Question 20

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a comprehensive understanding of the barriers to effective communication• Makes evident a detailed relationship between barriers to effective communication and the operation of a hospitality establishment• Provides relevant industry examples	7–8
<ul style="list-style-type: none">• Demonstrates an understanding of the barriers to effective communication• Makes evident the relationship between barriers to effective communication and the operation of a hospitality establishment• Provides relevant industry examples	5–6
<ul style="list-style-type: none">• Demonstrates a general understanding about the barriers to effective communication and how they can affect the operation of a hospitality establishment• Provides relevant industry example(s)	3–4
<ul style="list-style-type: none">• Makes relevant statement(s) about how barriers to effective communication can affect the operation of a hospitality establishment	1–2

Sample answer:

When barriers to communication exist in a workplace it can have an adverse effect on the operation of the establishment. When effective communication is prevented due to language barriers (such as not understanding the same language) or bias and stereotyping (for example believing that all people from a certain culture are rude) the message being sent becomes confused or contains errors. This can result in tasks not being completed correctly. For example a food order taken within a restaurant that is not recorded correctly and is therefore unclear may result in the customer having the wrong meal. This can lead to confusion, frustration and customer dissatisfaction.

Inattention from colleagues as well as physical barriers such as noise, can also hinder communication within an establishment. This may occur when instructions or requests are not listened to carefully or a radio is so loud that it is hard to hear the instructions from the supervisor. As a result colleagues may be placed in danger, as they can't hear a warning or work standards are not met. This will lead to poor quality service and dissatisfaction from both supervisors and customers.

Answers could include:

Barriers to communication including:

- Bias and stereotyping
- Lack of empathy
- Negative subtext
- Gender issues
- Individual differences
- Emotions
- Physical barriers, eg noise
- Inattention
- Time pressures

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the <i>Work, Health and Safety Act 2011</i> (NSW), WorkCover NSW, and Codes of Practice • Makes evident a detailed relationship between the <i>Work, Health and Safety Act 2011</i> (NSW), WorkCover NSW, and Codes of Practice and ensuring the health and safety of employees in NSW • Provides a logical and cohesive response that includes industry terminology and industry examples 	13–15
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of the <i>Work, Health and Safety Act 2011</i> (NSW), WorkCover NSW, and Codes of Practice • Makes evident the relationship between the <i>Work, Health and Safety Act 2011</i> (NSW), WorkCover NSW, and Codes of Practice and ensuring the health and safety of employees in NSW • Provides a logical and cohesive response that includes industry terminology and industry examples 	10–12
<ul style="list-style-type: none"> • Provides information about the <i>Work, Health and Safety Act 2011</i> (NSW), AND/OR WorkCover NSW AND/OR Codes of Practice • Provides a general response that includes industry terminology and examples 	7–9
<ul style="list-style-type: none"> • Provides basic information about the <i>Work, Health and Safety Act 2011</i> (NSW), AND/OR WorkCover NSW AND/OR Codes of Practice • Provides a general response that includes industry examples 	4–6
<ul style="list-style-type: none"> • Provides limited information about the <i>Work, Health and Safety Act 2011</i> (NSW), AND/OR WorkCover NSW AND/OR Codes of Practice 	1–3

Answers could include:

Work Health and Safety Act NSW 2011

- The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by:
 - (a) protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from specified types of substances or plant
 - (b) providing for fair and effective workplace representation, consultation, co-operation and issue resolution in relation to work health and safety
 - (c) encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting persons conducting businesses or undertakings and workers to achieve a healthier and safer working environment
 - (d) promoting the provision of advice, information, education and training in relation to work health and safety, and
 - (e) securing compliance with this Act through effective and appropriate compliance and enforcement measures

- Under the new **WHS Act NSW 2011** a ‘worker’ includes any person who carries out work for a person conducting a business or undertaking (PCBU – the new term for employers).
- A worker must, while at work:
 - take reasonable care for their own health and safety
 - take reasonable care for the health and safety of others
 - comply with any reasonable instruction by the PCBU
 - cooperate with any reasonable policies and procedures of the PCBU.
- The new term ‘person conducting a business or undertaking’ (PCBU) applies to individuals and organisations that are legal entities conducting a business or undertaking. They have a primary duty of care to ensure workers and others are not exposed to a risk to their health and safety.
- The PCBU must meet its obligations, so far as is reasonably practicable, to provide a safe and healthy workplace for workers or other persons by ensuring:
 - safe systems of work
 - a safe work environment
 - accommodation for workers, if provided, is appropriate
 - safe use of plant, structures and substances
 - facilities for the welfare of workers are adequate
 - notification and recording of workplace incidents
 - adequate information, training, instruction and supervision is given
 - compliance with the requirements under the work health and safety regulation
 - effective systems are in place for monitoring the health of workers and workplace conditions.
- PCBUs must also have meaningful and open consultation about work health and safety with its workers, health and safety representatives and health and safety committees.
- PCBU must consult, cooperate and coordinate with other PCBUs with whom they share duties.

WorkCover NSW

WorkCover NSW has a number of roles including:

- Ensures the implementation of WHS Act 2011 (NSW)
- Investigates breaches of the WHS Act 2011 (NSW) to determine if negligence is involved and if so initiate prosecution.
- Makes recommendations to ensure that incidents will not occur again and offers ongoing support for continuous improvement of safety in the workplace.
- Assist in completing claims for legal and medical assistance and compensation for loss of wages for those injured.
- Administer and oversees: Licensing and registration, workers compensation insurance, workers compensation benefits, sustainable return to employment for injured workers

Codes of Practice

An approved code of practice is a practical guide to achieving the standards of health, safety and welfare required under the WHS Act 2011 (NSW) and the Work Health and Safety Regulations (the WHS Regulations).

A code of practice applies to anyone who has a duty of care in the circumstances described in the code. In most cases, following an approved code of practice would achieve compliance with the health and safety duties in the WHS Act 2011 (NSW), in relation to the subject matter of the code. Like regulations, codes of practice deal with particular issues and do not cover all hazards or risks that may arise. Codes of practice are admissible in court proceedings under the WHS Act 2011 (NSW) and Regulations. An inspector may refer to an approved code of practice when issuing an improvement or prohibition notice.

There are a number of codes of practice that are relevant for people working in the Hospitality industry. These include:

Labelling of Workplace Hazardous Substances: This Code applies to substances, mixtures and articles used, handled or stored at the workplace and which are defined as hazardous chemicals under the WHS Regulations. This Code provides practical guidance to persons conducting a business or undertaking involved in the manufacture, import, supply or use of hazardous chemicals on how to correctly label hazardous chemicals used in the workplace.

Work Health and Safety Consultation, Cooperation and Coordination: This Code of Practice provides practical guidance for the PCBU on how to effectively consult with workers who carry out work for the business or undertaking and who are (or are likely to be) directly affected by a health and safety matter. It includes information on mechanisms to facilitate worker participation and representation.

Risk Management: General risk and workplace management applies to every business or undertaking. A person conducting a business or undertaking (PCBU) has the primary duty to ensure, so far as is reasonably practicable, that workers and other persons at a workplace are not exposed to health and safety risks. In addition to general risk and workplace management, there are specific risk control measures required for certain industries and activities including hazardous chemicals, plant, and construction.

Manual Handling: This Code explains how to identify hazardous manual tasks, assess the risks of musculoskeletal disorders and eliminate or minimise those risks. It applies to all types of work and all workplaces where manual tasks are carried out.

Control of Workplace Hazardous Substances: This code of practice provides guidance on hazard identification, risk assessment and control as required by the Occupational Health and Safety Regulation 2001, in relation to those substances classified as hazardous to health.

Section IV

Question 22 (a)

Criteria	Marks
• Provides detailed characteristics and features of the criteria used to select and store dairy products and eggs	5
• Provides characteristics and features of the criteria used to select and store dairy products and eggs	3–4
• Provides limited characteristics and features of the criteria used to select and/or store dairy products AND/OR eggs	1–2

Sample answer:

Food needs to be selected and stored using specific criteria depending on the properties and characteristics of the food. When selecting dairy products and eggs the criteria to consider include; items are fresh and still within use-by-date; both items should have the correct colour, for example; cheese should be free from mould and not dry, eggs should be clean and free from cracks. Packaging of food items should be intact with no holes, rips or tears. Food should have the correct odour for example, milk should smell fresh and have no pungent smells. In addition, food should have the correct texture or consistency, for example, lumps in milk may indicate that it has gone off.

When storing dairy products and eggs, items should be refrigerated until needed for use. Eggs should be stored in the carton in the coldest part of the refrigerator at 1–4°C. Dairy products must be kept out of the danger zone, stored at 1–4°C or kept frozen at –18°C, as in the case of ice cream. Both dairy products and egg stock should be rotated using the principles of FIFO or LIFO. Opened containers of dairy products should be correctly sealed to prevent cross contamination with other food items. Most dairy products are stored in their original containers. Like eggs, they should be stored away from foods that have strong odours to prevent being tainted by food such as garlic.

Answers could include:

- within use-by date
- correct colour
- storage temperature 1–4°C
- storage time 1–3 days
- cold storage area
- stock rotated FIFO, LIFO

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of potential food hazards and high risk situations when preparing food in a commercial kitchen • Makes evident a detailed relationship between potential food hazards and high risk situations and a high standard of food safety • Provides relevant industry examples 	9–10
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of potential food hazards and high risk situations when preparing food in a commercial kitchen • Makes evident a relationship between potential food hazards and high risk situations and a high standard of food safety • Provides relevant industry examples 	7–8
<ul style="list-style-type: none"> • Provides general information about potential food hazards and high risk situations that a chef must be aware of to ensure a high standard of food safety • Provides industry examples 	5–6
<ul style="list-style-type: none"> • Provides basic information about the potential food hazards AND/OR high risk situations that a chef must be aware of to ensure a high standard of food safety • Provides example(s) 	3–4
<ul style="list-style-type: none"> • Makes a statement about potential food hazards AND/OR high risk situations that a chef must be aware of to ensure a high standard of food safety 	1–2

Sample answer:

Maintaining high levels of food safety is crucial for the success of a commercial kitchen. All chefs must have a well developed knowledge of the potential hazards and high risk situations that exist in a kitchen so that the preparation and service of food to customers is of the highest standard.

Many hazards exist when preparing food. These include physical hazards eg, hair in food, chemical hazards eg, cleaning agents such as detergents left on utensils and microbiological hazards eg, food poisoning bacteria. These hazards must be controlled to ensure that customers are not sold any food item that is contaminated. All kitchens must be regularly cleaned and garbage disposed of regularly to prevent the risk of contamination by pests and vermin.

Knowledge about specific foods which are naturally poisonous such as green potatoes or certain types of mushrooms will ensure a high standard of food safety because the chef will know not to use these foods in the kitchen.

An understanding of hazards, such as physical hazards, will ensure that chefs do not wear jewellery or band-aids without gloves when preparing food to prevent the risk that they may fall off into the food.

Vermin and insects are another hazard that must be controlled to ensure food safety. Knowledge of pest control procedures such as fly screens and regular disposal of garbage will ensure food is not contaminated by these factors.

When preparing food high risk situations need to be managed to reduce the risk of poor food safety standards.

Bacteria require specific conditions for growth including the correct temperature. It is important that all food preparation and service is done as efficiently as possible so that food items are not out of suitable temperatures for too long. For example, chicken should be prepared as quickly as possible so time out of the refrigerator temperature of 1–4°C, is as little as possible. This will reduce the risk of bacterial growth while at room temperature or the danger zone of 5–60°C.

Chefs must have a knowledge of highly susceptible foods, because this will ensure a high standard of food safety as they understand potential risks associated with handling particular foods. Foods that are highly perishable are more susceptible to micro-organism contamination and must be only stored for short periods of time. For example, seafood, prawns and oysters should only be stored for a maximum of 48 hours and cooked rice is highly susceptible to contamination. It is safest when used within 24 hours of cooking.

Food displays and buffets must be closely supervised to observe any contamination and ensure that holding temperatures and times are adhered to. Hot food needs to be kept hot, above 60°C and cold food cold, below 4°C. This will ensure food is kept at the correct temperature and safe to serve to customers.

The preparation of food can require a lot of food handling. Food should be handled as little as possible to prevent cross contamination and procedures such as wearing gloves and hand washing must be adhered to in order to maintain food safety standards. For example, washing your hands every time you enter the kitchen, after going to the toilet, handling garbage and touching your face. In a commercial kitchen food is constantly being heated and cooled. Chefs must be aware of the correct procedures for example, cold food must be kept constantly cold for example 1–4°C and hot food cooled as quickly as possible to further reduce the risk of contamination. Chefs must ensure that food does not sit in the danger zone 5 – 60°C for long periods of time.

Many hazards and high risk situations exist in a commercial kitchen. When a chef has a well developed knowledge of these he/she can ensure that food safety is at its highest standard. This in turn promotes repeat business and positive reputation for the establishment.

Answers could include:

Potential hazards:

- types – physical, chemical, microbiological
- contaminated food – chemical or microbiological elements, food containing broken glass, metal or foreign objects
- food containing bacteria, moulds or yeast
- food containing chemicals and natural poisons
- insects and vermin

High risk situations:

- food highly susceptible to microbiological contamination
- working in temperatures that promote rapid growth of micro-organisms
- displays of foods, buffets
- processes where food is required to be touched by hands
- requirements for rethermalisation and defrosting

Question 23 (a)

Criteria	Marks
<ul style="list-style-type: none">Provides detailed characteristics and features of the criteria used to select and store dairy products and eggs OR <ul style="list-style-type: none">Provides detailed characteristics and features of the criteria used to store dairy products and eggs	5
<ul style="list-style-type: none">Provides characteristics and features of the criteria used to select and store dairy products and eggs OR <ul style="list-style-type: none">Provides characteristics and features of the criteria used to store dairy products and eggs	3–4
<ul style="list-style-type: none">Provides limited characteristics and features of the criteria used to select and store dairy products AND/OR eggs	1–2

Sample answer:

Food needs to be selected and stored using specific criteria depending on the properties and characteristics of the food. When selecting dairy products and eggs the criteria to consider include; items are fresh and still within use-by-date; both items should have the correct colour, for example; cheese should be free from mould and not dry, eggs should be clean and free from cracks. Packaging of food items should be intact with no holes, rips or tears. Food should have the correct odour for example, milk should smell fresh and have no pungent smells. In addition, food should have the correct texture or consistency, for example, lumps in milk may indicate that it has gone off.

When storing dairy products and eggs, items should be refrigerated until needed for use. Eggs should be stored in the carton in the coldest part of the refrigerator at 1–4°C. Dairy products must be kept out of the danger zone, stored at 1–4°C or kept frozen at –18°C, as in the case of ice cream. Both dairy products and egg stock should be rotated using the principles of FIFO or LIFO. Opened containers of dairy products should be correctly sealed to prevent cross contamination with other food items. Most dairy products are stored in their original containers. Like eggs, they should be stored away from foods that have strong odours to prevent being tainted by food such as garlic.

Answers could include:

- within use-by date
- correct colour
- storage temperature 1–4°C
- storage time 1–3 days
- cold storage area
- stock rotated FIFO, LIFO

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of workplace procedures when serving and selling food to customers • Makes evident a detailed relationship between the work procedures followed by a food and beverage attendant and the safety of food served and sold to customers • Provides relevant industry examples 	9–10
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of workplace procedures when serving and selling food to customers • Makes evident a relationship between the work procedures followed by a food and beverage attendant and the safety of food served and sold to customers • Provides relevant industry examples 	7–8
<ul style="list-style-type: none"> • Provides general information about the work procedures followed by a food and beverage attendant and the safety of food served and sold to customers • Provides industry examples 	5–6
<ul style="list-style-type: none"> • Provides basic information about the work procedures followed by a food and beverage attendant AND/OR the safety of food served and sold to customers • Provides example(s) 	3–4
<ul style="list-style-type: none"> • Makes a statement about the work procedures followed by a food and beverage attendant AND/OR the safety of food served and sold to customers 	1–2

Sample answer:

There are many procedures that a food and beverage attendant must follow to ensure the safety of food served and sold to customers. Food that is on display for example food on a buffet table should be visually monitored to prevent contamination by customers. The presence of a food and beverage attendant at the buffet table may encourage customers to follow procedures such as using serving tongs and cutlery provided rather than their own fingers. Similarly, a food and beverage attendant should ensure that adequate utensils are provided to serve food to facilitate the safe and hygienic serving of food by customers.

The use of protective barriers such as perspex screens over the food to protect food from customers sneezing or coughing over it are another feature that should be in place to ensure the safety of food being sold to customers.

Similarly, a food and beverage attendant must be on the look out for contaminated food so that they can immediately remove it from the service area. Foods may be contaminated by a customer who drops a serving spoon and then replaces that same spoon back into the serving dish. Foods may also be contaminated by customers sneezing and coughing over the food.

Foods that are on display for customers to buy and eat must be held at the correct temperature to ensure food safety. For example, a meat dish held in a bain marie must be at a temperature above 60°C to prevent the growth of micro-organisms. Similarly, food that is to be served

cold should be stored at a temperature of 1–4°C so that it is not in the danger zone and therefore micro-organisms will not be able to grow in it.

Foods that are sold to customers in packaging should have packaging which is intact and not torn or damaged. Torn packaging will allow micro-organisms to come in contact with the food which may cause food poisoning. Care must be taken when handling packaged foods to prevent damage during packaging or display. For example, when restocking sugar dispensers with packaged sugar care must be taken to prevent the packets of sugar tearing, which will cause the product to leak. Damaged packaging should be replaced where possible or assessed to determine how bad the damage is and if it will cause contamination of the food.

When packaging food it is important that the correct packaging material is selected to ensure the maximum food safety of the product. For example, cling wrap may be used to wrap sandwiches or cover a jug of milk as it provides an airtight protective barrier against micro-organisms and other contaminants such as foreign objects, eg bandaids or bugs.

Answers could include:

- supervising the display of food to prevent contamination by customers
- removing contaminated food immediately
- providing separate serving utensils for each dish
- providing protective barriers
- displaying food under temperature control
- packaging
 - suitable for use on the particular food stuff
 - ensuring it is not damaged during packaging or display process
 - ensuring that damaged packaging does not allow contamination.

Question 24 (a)

Criteria	Marks
• Provides detailed characteristics and features of the indicators that a housekeeping attendant would use to determine that unusual or suspicious situations may be occurring in a guest room	5
• Provides characteristics and features of the indicators that a housekeeping attendant would use to determine that unusual or suspicious situations may be occurring in a guest room	3–4
• Provides limited characteristics and features of the indicators that a housekeeping attendant would use to determine that unusual or suspicious situations may be occurring in a guest room	1–2

Sample answer:

When completing daily housekeeping duties staff would see many indicators of unusual or suspicious behaviours. The observation skills of housekeeping staff are very important for the safety of employees and guests in an establishment. An alarm should be raised if a ‘do not disturb’ sign is noticed to be on the door of a guest room for an extended period of time, for example over one day. Also when conducting cleaning duties employees may notice more guests in a room than booked in. Signs of this may be excess bags or bedding on the floor. It would also seem suspicious if a room was empty but the guest had booked in for that night. In some instances housekeeping staff may notice unusual items in guestrooms, for example prohibited weapons that may require reporting to authorities.

Answers could include:

An awareness of situations that may be considered unusual or suspicious including:

- ‘Do not disturb’ for long periods of time (over one day)
- More guests in room than recorded on room status
- Room unoccupied when recorded as stay-over guest
- Unusual items visible during servicing

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the procedures used to effectively manage mail in a large hotel • Makes evident a detailed relationship between the types of mail, and its effective management • Provides relevant industry examples 	9–10
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of the procedures used to effectively manage mail in a large hotel • Makes evident a relationship between the types of mail, and its effective management • Provides relevant industry examples 	7–8
<ul style="list-style-type: none"> • Provides general information about the types of mail, and mail management • Provides industry examples 	5–6
<ul style="list-style-type: none"> • Provides basic information about the types of mail AND/OR mail management in a large hotel • Provides example(s) 	3–4
<ul style="list-style-type: none"> • Makes a statement about the types of mail AND/OR mail management in a large hotel 	1–2

Sample answer:

There are a number of procedures required to effectively manage various types of mail in a large hotel.

Mail can be general, confidential, urgent, suspicious and unsolicited. All care must be taken by employees to ensure that all types of mail are delivered to the right person and in a timely manner. When held within an establishment it is essential that all mail be stored securely to maintain the privacy of all guests. A register of incoming mail may be used to track the management of mail, its delivery date and distribution within the establishment.

Employees must understand the importance of maintaining privacy and security when processing mail. Guests travelling for business reasons will value an establishment that supports the distribution of private and confidential documents while conducting business. Privacy and confidentiality must be maintained by employees because they would not be aware of what is in the mail or the importance of the mail. Many establishments offer a range of services to deliver mail on behalf of guests. These services might include person-to-person, couriers, overnight or certified. It will be essential that establishments manage these services to protect the privacy of customers and provide quality service to these guests. When providing these services, clear procedures need to be followed, such as filling out a register of all outgoing mail, using reputable courier services, ensuring that all general mail is dispatched daily as requested by the customer.

When using a courier service for incoming and/or outgoing mail, all packages need to be signed for in order to track their whereabouts. This process is generally completed by the courier service using a hand-held electronic device that records the signature of the dispatching receiving officer.

Answers could include:

An awareness of the different types of mail including:

- General
- Confidential
- Personal
- Urgent
- Damaged
- Suspicious
- Unsolicited
- Email

An awareness of procedures for processing incoming and outgoing mail.

An awareness of the importance of maintaining privacy and security when processing mail.

An awareness of the types of services available for outgoing mail including:

- Overnight
- Express
- Person-to-person
- Courier
- Bulk
- Special security
- Certified
- International/domestic

Procedures for calculating postage costs.

Awareness of procedures for dealing with courier services including:

- Incoming
- Outgoing

Hospitality

2013 HSC Examination Mapping Grid

Section I

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
1	1	SITHIND001A – Develop and update hospitality industry knowledge / E.1.2 – pg 14							X	
2	1	SITXCOM001A - Work with colleagues and customers / E1.1 – pg 23							X	
3	1	SITXOHS002A - Follow workplace hygiene procedures / E3.1 – pg 76							X	
4	1	SITXCOM001A - Work with colleagues and customers / E1.8 – pg 26	X							
5	1	SITXOHS001A - Follow health, safety and security procedures / E3.3 – pg 65							X	
6	1	SITXOHS002A - Follow workplace hygiene procedures /E1.4 – pg 74			X					
7	1	SITXENV001A - Participate in environmentally sustainable work practices / E1.2 – pg 49			X					
8	1	SITXCOM001A - Work with colleagues and customers /E1.2 – pg 24	X							
9	1	SITXOHS001A - Follow health, safety and security procedures /E1.4 – pg 59					X			
10	1	SITHIND001A - Develop and update hospitality industry knowledge /E2.1 – pg 17							X	
11	1	SITXOHS001A - Follow health, safety and security procedures /E1.5 – pg 59							X	
12	1	SITXENV001A - Participate in environmentally sustainable work practices /E3.1 – pg 51					X			
13	1	SITHIND001A - Develop and update hospitality industry knowledge /E1.2– pg 14							X	
14	1	SITXCOM002A - Work in a socially diverse environment /E2.1– pg 43	X							
15	1	SITXOHS002A - Follow workplace hygiene procedures /E1.3– pg 73							X	

Section II

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
16a	2	SITXENV001A – Participate in environmentally sustainable work practices – pg 51							X	
16b	4	SITXENV001A – Participate in environmentally sustainable work practices – pg 51							X	
17a	3	SITXOHS002A – Follow workplace hygiene procedures – pg 71			X					
17b	4	SITXOHS002A – Follow workplace hygiene procedures – pg 71							X	
18a	3	SITXCOM001A – Work with colleagues and customers – pg 33	X							
18b	4	SITXCOM001A – Work with colleagues and customers – pg 33 SITXCOM002A – Work in a socially diverse environment – pg 40			X		X			
19	7	SITHIND001A – Develop and update hospitality industry knowledge – pg 14-15 SITXCOM001A – Work with colleagues and customers – pg 24						X	X	
20	8	SITXCOM001A – Work with colleagues and customers – pg 24 SITXCOM002A – Work in a socially diverse environment – pg 41	X						X	

Section III

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
21	15	SITXOHS001A – Follow health, safety and security procedures /E1.1 – pg 56-57 SITHIND001A - Develop and update hospitality industry knowledge /E2 – pg 17	X			X	X		X	

Section IV

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
22a	5	SITXFSA001A – Implement food safety procedures /E1.6 – pg 173 Organise and prepare food				X			X	
22b	10	SITXFSA001A – Implement food safety procedures /E1 – pg 171			X	X			X	
23a	5	SITXFSA001A – Implement food safety procedures /E1.6 – pg 173				X			X	
23b	10	SITXFSA001A – Implement food safety procedures /E3 – pg 175			X	X			X	
24a	5	SITHACS005A – Prepare rooms for guests /E4.8 – pg 95				X			X	

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
24b	10	SITXADM001A – Perform office procedures /E1.1 – pg 122-123			X	X			X	