

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 9, 11, 13 and 15

Total marks – 80

Section I Pages 2–5

15 marks

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

Section II Pages 9–15

35 marks

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

Section III Page 17

15 marks

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

Section IV Page 18

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** Which article of Personal Protective Equipment (PPE) is used by both a chef and a housekeeping attendant?

 - (A) Ear plugs
 - (B) Face mask
 - (C) Safety glasses
 - (D) Enclosed footwear

- 2** Which staff member should be contacted immediately if a customer is injured by slipping on a wet floor in a hotel?

 - (A) Security officer
 - (B) First aid officer
 - (C) Safety representative
 - (D) WHS committee member

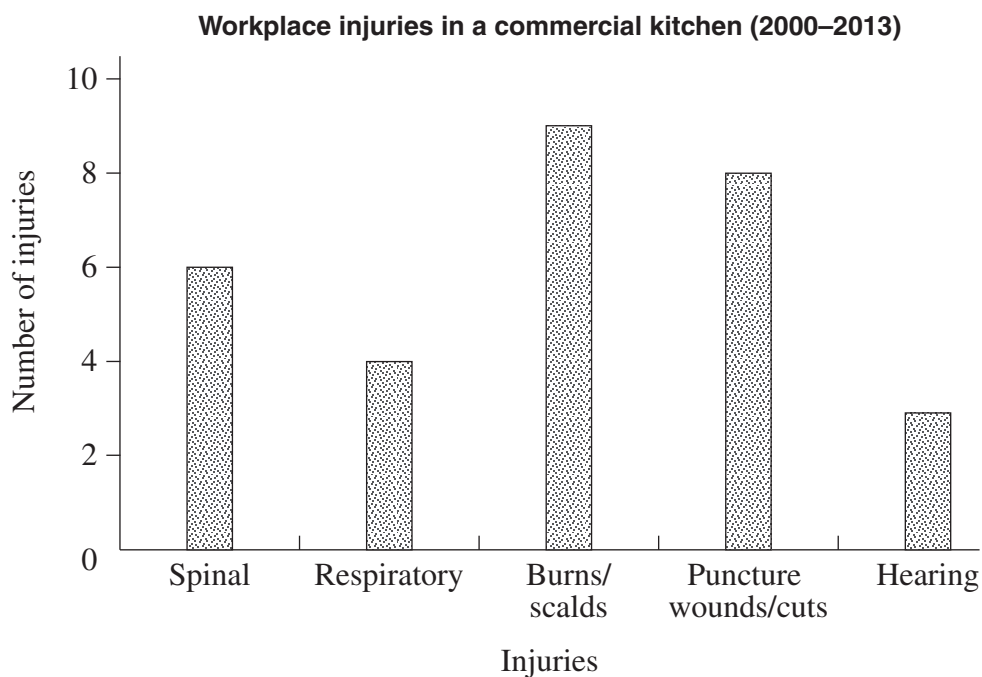
- 3** Which of the following contains THREE essential elements for effective hand washing in a commercial kitchen?

 - (A) Air dryer, boiling water, soap
 - (B) Sanitiser, hot water, tea towel
 - (C) Sponge, sanitiser, warm water
 - (D) Warm water, soap, designated sink

- 4** What is the correct order of actions to resolve conflict in the workplace?

 - (A) Report, listen, respond
 - (B) Listen, respond, follow-up
 - (C) Listen, acknowledge, respond
 - (D) Report, acknowledge, follow-up

- 5 Which standard of personal presentation refers to proper and polite behaviour?
- (A) Posture
 (B) Attitude
 (C) Etiquette
 (D) Grooming
- 6 What legislation prevents an employer disclosing an employee's work history to another employer?
- (A) *Privacy Act 1988* (Cth)
 (B) *Anti-Discrimination Act 1977* (NSW)
 (C) *Workplace Relations Act 1996* (Cth)
 (D) *Workers Compensation Act 1987* (NSW)
- 7 The graph shows the number and type of workplace injuries in a commercial kitchen.



What is the likely cause of most of the injuries in this kitchen?

- (A) Excessive noise
 (B) Poor ventilation
 (C) Incorrect manual handling
 (D) Limited training in the use of tools and equipment

- 8** What is the best way to enhance communication with customers from diverse backgrounds?
- (A) Speak louder
 - (B) Rephrase questions
 - (C) Assume stereotypes
 - (D) Use industry jargon
- 9** A supervisor places all daily activities in a sequence to maximise output and efficiency.
- What is this an example of?
- (A) Goal setting
 - (B) Work standards
 - (C) Task management
 - (D) Quality assurance
- 10** Which of the following statements is true of codes of practice?
- (A) They are only used in the hospitality industry.
 - (B) They cannot be used as evidence of WHS compliance in court.
 - (C) They set out the maximum standard required to be followed in regard to WHS.
 - (D) They do not have to be followed if a similar or higher standard is followed.
- 11** Why should the receiver keep the caller on the line for as long as possible when a bomb threat is received by phone in a hotel?
- (A) To enable the hotel to trace the call
 - (B) To encourage the caller to confess who they are
 - (C) To obtain as much information as possible about the caller
 - (D) To give the hotel staff as much time as possible to evacuate

- 12** A workplace agreement is an agreement between
- (A) employees regarding completion of tasks.
 - (B) employers regarding work health and safety.
 - (C) employees and the employer regarding pay and conditions.
 - (D) an employee and a customer regarding the cost of services.
- 13** How does a Hazard Analysis Critical Control Points (HACCP) plan help prevent food poisoning?
- (A) It identifies potential hygiene issues.
 - (B) It outlines training requirements for food handlers.
 - (C) It outlines the food preparation procedures for a menu.
 - (D) It identifies employees who incorrectly perform food-related tasks.
- 14** Which strategy would reduce an ergonomic hazard in the workplace?
- (A) Adjusting the shelf height in a cool room
 - (B) Wearing gloves when handling cleaning chemicals
 - (C) Attending a counselling session to reduce work-related stress
 - (D) Applying HACCP to the receipt, storage and preparation of food
- 15** Which of the following statements is correct with regard to food poisoning?
- (A) It only occurs when bacteria are present in food.
 - (B) It may occur when eating products that were refrozen after thawing.
 - (C) It will result from eating foods that display the growth of fungus or mould.
 - (D) It will not occur in foods that have been cooked to an internal temperature of 55°C.

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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 (5 marks)

- (a) Outline the role of an Environmental Health Officer in enforcing the regulations of the *Food Act 2003* (NSW). 2

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- (b) What are the correct procedures for storing and using chemicals in a hospitality workplace? 3

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Centre Number

Section II (continued)

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Student Number

Question 17 (6 marks)

- (a) Outline the characteristics of effective written communication. **2**

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- (b) Describe factors which may influence an employee's selection of communication media when interacting with customers and colleagues. **4**

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Question 18 (7 marks)

- (a) Why is risk management essential in the hospitality industry? **2**

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- (b) Describe how a hospitality employee could implement the hierarchy of risk control measures when using electrical equipment. In your answer, use industry examples. **5**

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Question 19 (9 marks)

- (a) What knowledge about an organisation does an employee require to establish good customer service practices? **3**

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- (b) Describe the communication skills a hospitality employee should have to provide quality customer service. **3**

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- (c) Explain the benefits of providing good customer service in a hospitality establishment. **3**

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Centre Number

Section II (continued)

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Student Number

Question 20 (8 marks)

Explain the importance of self-reflection and ongoing learning for hospitality employees. In your answer, use industry examples.

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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)

The hospitality industry has implemented a range of strategies for establishments to operate in an environmentally sustainable manner.

Assess the extent to which these strategies address current issues of concern.

Please turn over

Section IV

15 marks

Attempt ONE question from Questions 22–24

Allow about 25 minutes for this section

Answer part (a) of the question in a SEPARATE writing booklet.

Use another writing booklet to answer part (b).

Extra writing booklets are available.

Question 22 — Commercial Cookery (15 marks)

Answer part (a) of the question in a SEPARATE writing booklet.

- (a) Why are the features of a standard recipe card important in the preparation of food items in a hospitality establishment? **5**

Use another writing booklet to answer part (b).

- (b) Using industry examples, explain how a chef would identify and solve problems which may occur with different methods of cookery. **10**

OR

Question 23 — Food and Beverage (15 marks)

Answer part (a) of the question in a SEPARATE writing booklet.

- (a) Explain why delays and deficiencies of service may occur in a restaurant. **5**

Use another writing booklet to answer part (b).

- (b) Explain how the procedures required for planning and preparing a restaurant for service can affect its efficient daily operation. **10**

OR

Question 24 — Accommodation Services (15 marks)

Answer part (a) of the question in a SEPARATE writing booklet.

- (a) Why are various types of product knowledge required by a hotel employee who receives and processes reservations? **5**

Use another writing booklet to answer part (b).

- (b) Explain how a variety of selling techniques can be used to match products or services to the needs and expectations of customers. **10**

End of paper