

2014 HSC Hospitality Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Sketches in general terms the role of an Environmental Health Officer in enforcing the regulations of the <i>Food Act 2003</i> (NSW)	2
• Makes statement(s) about the role of a Environmental Health Officer OR the <i>Food Act 2003</i> (NSW)	1

Sample answer:

Environmental Health Officers are authorised to give a clean-up notice to a business that does not meet the required standard. They can also order specific repairs and/or improvements to the premises.

Answers could include:

Environmental Health Officers ensure hygiene laws and regulations are enforced. They have the authority to inspect food businesses. The Environmental Health Officer has responsibilities and power to:

- enter and inspect any part of the premises of a food business at any time
- open any food packaging for checking
- take samples for testing and further investigation
- provide assistance and advise on all food safety matters
- prevent the sale of contaminated food.

Question 16 (b)

Criteria	Marks
• Provides detailed information about the correct procedures for storing and using chemicals	3
• Provides relevant information about the correct procedures for storing and using chemicals	2
• Provides limited information about storing and using chemicals	1

Sample answer:

Employees in a hospitality workplace can ensure the correct procedures for storing and using chemicals if they: store the chemicals in a well lit and ventilated room; always store the chemicals in sealed, labelled containers with the directions for use and first aid instructions visible; always follow the manufacturer's instructions for use and storage; read and follow the information for use and storage provided on the Material Safety Data Sheet (MSDS). An employee should never mix chemicals and always ensure they are not stored in food containers.

Question 17 (a)

Criteria	Marks
• Sketches in general terms the characteristics of effective written communication	2
• Makes relevant statement(s) about the characteristics of effective written communication	1

Sample answer:

Effective written communication must be clear and legible so that it can be easily read and understood. The information provided should be accurate and courteous towards the receiver of the message. Effective written communication should also be culturally sensitive, appropriate in terms of industry terminology and formality of language.

Answers could include:

Clear, legible, concise, accurate, courteous, complete, culturally sensitive, appropriate in terms of industry terminology and formality of language

Question 17 (b)

Criteria	Marks
• Provides a detailed description of the factors which may influence the selection of communication media used by an employee	4
• Provides a description of the factors which may influence the selection of communication media used by an employee	3
• Provides a limited description of the factors which may influence the selection of communication media used by an employee	2
• Makes relevant statement(s) about the factors which may influence the selection of communication media used by an employee	1

Sample answers:

When choosing what type of communication media to use an employee needs to think about the technical features of the media such as being able to set up a distribution list if wanting to send an email to the whole staff. An employee must also consider whether the receiver has access to the necessary equipment and the skills required to use the media. For example, being able to access a computer, and possessing the skills required to access an email.

If a message is urgent and needs to be received quickly sending an email may not be appropriate. Rather, a hand-delivered written memo would ensure a quick process. If a formal message needs to be delivered, sending a text message would be considered inappropriate. Using the format of a formal memo would be more appropriate.

Answers could include:

- technical features
- access of sender/receiver to necessary equipment
- technical skills required to use the medium
- required format
- degree of formality required
- urgency and time frames.

Question 18 (a)

Criteria	Marks
• Makes evident a clear relationship between risk management and why it is essential in the hospitality industry	2
• Makes relevant statement(s) about risk management and/or its importance in the hospitality industry	1

Sample answer:

Risk management is essential to identify hazards and put measures in place to modify or eliminate them to minimise possible risks to employees and customers. Risk management is an important component of WHS compliance.

Answers could include:

- Identify hazards
- Assess associated risks
- Use appropriate control measures to eliminate/control risk
- Monitor and review the control measures.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a clear understanding of the hierarchy of risk control measures • Provides detailed characteristics and features of how a hospitality employee could implement the hierarchy of risk control measures when using electrical equipment • Uses specific industry examples 	5
<ul style="list-style-type: none"> • Provides characteristics and features of how a hospitality employee could implement the hierarchy of risk control measures when using electrical equipment • Uses industry examples 	3–4
<ul style="list-style-type: none"> • Makes statements about how a hospitality employee could implement the hierarchy of risk control measures when using electrical equipment • May use industry example(s) 	2
<ul style="list-style-type: none"> • Provides some relevant information about the hierarchy of risk control measures 	1

Sample answer:

A hospitality employee can implement the hierarchy of risk control by assessing the risks involved when using electrical equipment. The first step is to assess what level of the hierarchy the risk is at and implement an appropriate measure for that level. There are three levels of risk control that can be applied when working with equipment. Level 3 requires the use of administrative controls and work practices such as only using tagged electrical cords and ensuring that equipment is tagged every year according to legislation. Level 2 requires the risk to be minimised which may involve modifying the equipment to make it safer, such as taping electrical cords to the floor or isolating the hazard and only allowing trained staff to use the equipment. For example an untrained kitchen hand should not use the meat slicer. Level 1 involves eliminating the risk such as not using the equipment at all. This would be necessary in the case of damaged or frayed electrical cords.

Answers could include:

Level 1 – eliminate the risk

- such as discontinue the activity or not use the equipment

Level 2 – minimise the risk

- substituting the system of work/equipment with something safer
- modifying the system of work/equipment (to make it safer)
- isolating the hazard (such as introducing a restrictive work area)
- introducing engineering control (such as rubber mats)

Level 3 – other controls

- adapt administrative controls and safe work practices
- use PPE

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides characteristics and features of the knowledge about an organisation required by an employee to establish good customer service practices 	3
<ul style="list-style-type: none"> Provides limited characteristics and features of the knowledge about an organisation required by an employee to establish good customer service practices 	2
<ul style="list-style-type: none"> Makes relevant statement(s) about good customer service practices 	1

Sample answer:

In order to establish good customer service practices an employee should have a detailed knowledge about the organisation's policies and procedures, as well as the products and services available. Employees should also have a good understanding about the organisation's customer base or clientele and the range of customer information products available. For example, customer interaction protocols for greeting and farewelling customers are important as well as knowledge about special promotions or products available such as a breakfast package.

Answers could include:

Knowledge of:

- enterprise policy/procedures
- enterprise products/services including: packaging options, pricing options
- customer base
- customer interaction protocols including: language that is targeted to the specific customer, friendly and courteous manner, positive gestures and body language
- request/enquiry processes and procedures including: prompt response to resolve complaints, solutions – oriented approach, follow up to maximise customer satisfaction.

Question 19 (b)

Criteria	Marks
• Provides detailed characteristics and features of the communication skills a hospitality employee should have to provide quality customer service	3
• Provides general characteristics and features of the communication skills a hospitality employee should have to provide quality customer service	2
• Makes relevant statement(s) about how communication skills can affect the provision of quality customer service	1

Sample answer:

Active listening skills and the use of good questioning techniques are important to ensure that an employee clearly understands the customer's requests and to check that the customer understands the information provided. Employees should always provide opportunities for customers to ask questions and confirm their requests to ensure that their needs and expectations are being met. The use of appropriate body language is important when providing quality service to customers to ensure that the customer is not offended or misunderstands the message being conveyed.

Answers could include:

- listen actively to the customer
- provide opportunity for customer to confirm request
- question to clarify and confirm needs
- seek feedback from customer
- summarise/rephrase to check your understanding of customer message
- use appropriate body language

Question 19 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Provides a detailed response about the benefits of good customer service in a hospitality establishment • Provides relevant industry examples 	3
<ul style="list-style-type: none"> • Provides a general response about the benefits of good customer service in a hospitality establishment • Provides a relevant industry example 	2
<ul style="list-style-type: none"> • Makes a relevant statement(s) about customer service 	1

Sample answer:

When a customer experiences good service they feel valued and that they have received value for money. This can build customer loyalty and result in repeat business. For example: A couple frequently returns to the same restaurant because the meal is consistently of a high quality and the wait staff are friendly and remember their names. When customers are happy with an establishment it promotes goodwill that can directly lead to positive word of mouth. This will lead to new business and possibly expansion. When staff constantly provide quality service and see customers happy this will lead to positive workplace morale and increased productivity.

Answers could include:

- promote goodwill
- customer loyalty/repeat business
- credibility
- promote workplace/organisation service ethic
- new business
- productivity

Question 20

Criteria	Marks
<ul style="list-style-type: none"> • Makes evident a detailed relationship about the importance of self-reflection and ongoing learning for hospitality employees • Provides relevant industry examples 	7–8
<ul style="list-style-type: none"> • Makes evident the relationship about the importance of self-reflection and ongoing learning for hospitality employees • Provides industry examples 	5–6
<ul style="list-style-type: none"> • Provides information about the importance of self-reflection and/or ongoing learning for hospitality employees • Provides limited industry examples 	3–4
<ul style="list-style-type: none"> • Makes relevant statement(s) about the importance of self-reflection or ongoing learning for hospitality employees 	1–2

Sample answer:

Self-reflection and ongoing learning are very important for hospitality employees. An employee should reflect on their own level of skills and knowledge in order to identify areas that need to be developed or improved. For example: if a customer asks a waitperson about a certain dish on the menu and they are unable to answer the question, it is important that they seek more information from the head chef about the dishes on the menu. This will mean that they can answer similar questions in the future and enable the employee to provide quality customer service.

Self-reflection is a valuable skill which helps employees to identify opportunities to meet learning needs and fulfil their career aspirations. For example: a concierge attendant may wish to be promoted to a front office position. Self-reflection may assist them to identify the need for training in the use of computer systems to be more employable in the front office.

Ongoing learning allows an employee to build their knowledge and skills in a range of areas and learn the newest, most up to date trends and practices within the hospitality industry. For example: When a head chef attends a trade show for the latest equipment available to use in a commercial kitchen, they are exposing themselves to the latest technology trends within that area of the industry. This will help the chef to provide quality service and promote new products within the establishment. Another overall benefit for any employee is that ongoing learning allows them to maintain a high level of professionalism because of their high level of current knowledge and skills.

Answers could include:

Self-reflection skills including:

- Recognise correct knowledge and skills
- Identification of
 - Knowledge and skills required for current job
 - Knowledge of knowledge and skills
 - Identify opportunities to meet learning needs and fulfil career aspirations

Ongoing learning can be achieved by:

- On job/off job

- Seminars, workshops/courses
- Multi-skilling/job rotation in current workplace
- Mentoring programs

Ongoing learning is important to:

- Maintain professionalism
- Ensure quality service
- Promote products and services

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive assessment of the extent to which environmental strategies address current issues of concern Demonstrates a comprehensive understanding of current environmental issues of concern Provides a logical and cohesive response that includes industry terminology and specific industry examples 	13–15
<ul style="list-style-type: none"> Provides a detailed assessment of the extent to which environmental strategies address current issues of concern Demonstrates a detailed understanding of current environmental issues of concern Provides a logical and cohesive response that includes industry terminology and industry examples 	10–12
<ul style="list-style-type: none"> Provides an assessment of the environmental strategies and how they address current issues of concern Provides information about current environmental issues of concern and strategies used to overcome them Provides a response that includes industry terminology and industry examples 	7–9
<ul style="list-style-type: none"> Provides basic information about current environmental issues of concern and strategies used to overcome them Communicates information using industry example(s) 	4–6
<ul style="list-style-type: none"> Provides some relevant information relating to current environmental issues and/or strategies used to overcome them 	1–3

Answers could include:

Current environmental issue: Water resource management

Strategies used in the hospitality industry:

- Installation of half-flush toilets and water-saving shower heads
- Use of grey water for gardening
- Signage in hotel rooms encouraging hotel guests to minimise laundering of towels

Extent to which the strategies have addressed the issue of concern:

- Water consumption is reduced and used more effectively (so therefore less is used). This is good because water is a finite resource.
- Reducing water consumption may reduce overall cost of water, hence savings may be invested in other environmentally sustainable practices.
- The hospitality industry uses large amounts of water due to the extent of the services it offers (food and beverage/accommodation). Reducing water usage will prevent depletion of dams and dependence on other forms of water such as desalination plants.

Current environmental issue: Recycling/Reuse

Strategies used in the hospitality industry:

- recycling glass and plastic bottles
- recycling of paper in administration areas
- reusing plastic containers for storage
- specific water recycling systems to use grey water on gardens.

Extent to which the strategies have addressed the issue of concern:

- Recycling glass and plastic reduces the amount of landfill produced from waste. It also reduces the amount of gas emissions released into the atmosphere when these products are not recycled but disposed of instead.
- When products are recycled/reused, fewer new containers need to be manufactured and this reduces the amount of gas emissions released into the atmosphere during manufacture.
- Reusing materials such as kitchen waste in compost reduces landfill, and assists in the production of rich fertile soil which prevents the need for chemical fertilisers which can be harmful to the environment.

Current environmental issue: Energy use and efficiency

Strategies used in the hospitality industry:

- Use of solar panels to reduce drain on the electricity grid
- LED lights used to lower power usage for lights
- Electronic room keys which only activate room power when needed
- Fixing thermostat controls of air-conditioning to limit power needed to run the air conditioning
- The use of energy efficient appliances.

Extent to which the strategies have addressed the issue of concern:

- Reducing the amount of electricity used means that fewer greenhouse gas emissions are produced
- Reduces carbon footprint of the establishment
- Helps to make the establishment more carbon neutral which is beneficial to the environment as less drain is placed on the electricity grid and there is a lowering of greenhouse gas emissions.

Current environmental issues:

- sustainability
- waste management
- energy use and efficiency
- water resource management
- recycling/reuse

An understanding of a range of strategies and procedures to work in an environmentally sustainable manner in a hospitality environment and to minimise the potential negative environmental impacts of work practices including:

- efficient use of energy and resources

- opportunities for use of alternative forms of energy
- use of renewable, recyclable, reusable and recoverable resources
- avoidance or minimisation strategies
 - purchasing sustainable products
 - regular maintenance of tools and equipment
 - identifying, reporting and rectifying equipment faults
 - use of biodegradable/non-toxic materials
- waste minimisation
 - accurate measurements and calculations
 - recycling
 - using recyclable products
- removal and disposal of non-reusable materials in a responsible manner
 - consumables
 - chemicals and hazardous substances

Section IV

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the importance of the features of a standard recipe card which make it important for the preparation of food items in a hospitality establishment 	5
<ul style="list-style-type: none"> Provides a detailed explanation of the importance of the features of a standard recipe card which make it important for the preparation of food items in a hospitality establishment 	4
<ul style="list-style-type: none"> Provides some explanation of the importance of the features of a standard recipe card which make it important for the preparation of food items in a hospitality establishment 	3
<ul style="list-style-type: none"> Provides some information about the feature(s) of a standard recipe card and/or the preparation of food items in a hospitality establishment 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Preliminary preparation, equipment, quantity of ingredients, cooking temperatures and cooking times are important features of a standard recipe card. These features ensure that the chef is able to provide a consistent product that will meet customer expectations and encourage repeat business and positive word of mouth. Standard recipe cards also allow staff to be trained to produce a consistent and quality product each time.

Standard recipe cards also provide information about the number of portions and total cost of the product. This allows the establishment to meet cost requirements/budget, reduce and minimise waste and ensure portion control each time the food item is produced.

Answers could include:

- Features of a standard recipe card include:
 - preliminary preparation, equipment, quantity of ingredients, cooking temps, cooking time, number of portions produced, total cost of product
- Importance can relate to:
 - Providing consistency
 - Meet costing requirements/budget
 - Customer satisfaction
 - Encourage repeat business/positive word of mouth
 - Training of staff
 - Making profit
 - Reducing/minimising waste/portion control

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the identification and solving of problems associated with different methods of cookery Uses specific industry examples 	9–10
<ul style="list-style-type: none"> Provides a detailed explanation of the identification and solving of problems associated with different methods of cookery Uses industry examples 	7–8
<ul style="list-style-type: none"> Provides a sound explanation of the identification and solving of problems associated with different methods of cookery Uses some industry examples 	5–6
<ul style="list-style-type: none"> Provides a basic explanation of the identification and solving of problems associated with different methods of cookery Uses limited industry examples 	3–4
<ul style="list-style-type: none"> Provides limited information regarding problems associated with methods of cookery May provide examples 	1–2

Answers could include:

Indicators:

- texture
- colour
- flavour
- viscosity
- aroma

Method of cookery:*Deep frying*

Indicators of problems:

Texture: Soggy texture, crumbs or coating has fallen off

Flavour: Rancid flavour

Colour: Dark/burnt coating

Aroma: Unpleasant burnt aroma

Solutions to problems:

Soggy texture, crumbs or coating falling off – increase temperature of oil.

Rancid flavour and aroma – change oil regularly. Skim off any excess debris.

Dark/burnt coating – reduce temperature of oil.

Unpleasant burnt aroma – reduce oil temperature and length of cooking time.

Boiling:

Indicators of problems:

Colour: Discoloured boiled eggs

Colour: Cloudy stock

Texture: Pasta too soft

Flavour: Loss of flavour/bland

Solutions to problems:

Discoloured boiled eggs – overcooked. Reduce boiling time.

Cloudy stock – boil stock at a lower temperature, more gently. Skim regularly.

Pasta too soft – reduce cooking time. Boil more gently. Cook just prior to serving.

Loss of flavour/bland – Cook for less time.

Braising:

Indicators of problems:

Viscosity: sauce too thin

Colour: sauce too dark or too pale

Texture: meat has shrunk too much

Solutions to problems:

Viscosity: sauce too thin – use less liquid at the beginning of cooking process. Reduce liquid more. Add more thickening agent.

Colour: sauce too dark or too pale – reduce cooking time. Brown meat and vegetables more at beginning of cooking process.

Texture: meat has shrunk too much – reduce the heat of the oven. Reduce cooking time.

Question 23 (a)

Criteria	Marks
• Provides a detailed explanation of why delays and deficiencies of service may occur in a restaurant	5
• Provides a clear explanation of why delays and deficiencies of service may occur in a restaurant	4
• Provides some explanation of why delays and deficiencies of service may occur in a restaurant	3
• Provides some information about delays and/or deficiencies of service in a restaurant	2
• Provides some relevant information	1

Sample answer:

Menu changes, no shows and spillages are examples of some of the factors that may result in delays or deficiencies of service to a customer. If the chef needs to change the menu due to a lack of stock or popularity of a particular menu item, then it is essential that this change is conveyed to the wait staff so that they can inform customers when ordering. If customers who have made a booking do not show up, this can cause a delay for other guests as the available table may sit vacant as the restaurant has not been informed that the table is no longer required and cannot be allocated to a walk-in customer. If a wait person spills the meal or beverage while serving a customer or presents the customer with the incorrect meal/beverage, this can cause a delay or deficiency in service while a new meal/beverage is prepared. This will need to be done promptly as the other guests at the table are likely to have already been served their meal/beverage. This may also affect the level and speed of service to other restaurant guests as the replacement meal/beverage will need to be prepared ahead of other orders.

Answers could include:

- late bookings
- no-shows
- walk-ins
- menu changes
- shortage of ingredients
- spillages
- mistakes

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the relationship between the procedures for planning and preparing a restaurant and its efficient daily operation Uses specific industry examples 	9–10
<ul style="list-style-type: none"> Provides a detailed explanation of the relationship between the procedures for planning and preparing a restaurant and its efficient daily operation Uses industry examples 	7–8
<ul style="list-style-type: none"> Provides a sound explanation of the relationship between the procedures for planning and preparing a restaurant and its efficient daily operation Uses some industry examples 	5–6
<ul style="list-style-type: none"> Provides a basic explanation of the relationship between the procedures for planning and/or preparing a restaurant and its efficient daily operation Uses limited industry examples 	3–4
<ul style="list-style-type: none"> Provides limited information regarding the procedures for planning and/or preparing a restaurant May provide examples 	1–2

Sample answer:

Polishing glassware and cutlery prior to service, as well as selecting and setting out crockery at a wait station, ensures the efficient operation of a restaurant as during busy service times unexpected glassware, cutlery and crockery requirements will be readily available. This may include topping up and setting out condiments such as salt and pepper which is an important aspect of planning and preparation in a restaurant to ensure that customer needs are met. It prevents wait staff having to replenish condiments during the service period which hinders the efficient flow of service.

Answers could include:

- polishing – glassware and cutlery
- selecting and setting out crockery and tableware
- selecting linen appropriate to the service period – tablecloths, overlays, placements, napkins
- topping up and setting out condiments
- preparation of tea and coffee making facilities
- checking/replacing – menus, non-alcoholic beverage lists, display materials
- checking, refreshing and setting out floral arrangements or other decorations
- checking and arranging table numbers
- checking POS stationery
- checking any handheld ordering devices are in good working order
- preparing service/waiters station

Question 24 (a)

Criteria	Marks
• Provides a comprehensive explanation of why various types of product knowledge are required by a hotel employee who receives and processes reservations	5
• Provides a clear explanation of why various types of product knowledge are required by a hotel employee who receives and processes reservations	4
• Provides some explanation of why various types of product knowledge are required by a hotel employee who receives and processes reservations	3
• Provides some information about types of product knowledge required by a hotel employee who receives and processes reservations	2
• Provides some relevant information	1

Sample answer:

A hotel employee who receives and processes reservations needs to be aware of room types and rates available, promotional packages and enterprise facilities and services. This will ensure that they are able to provide relevant information to customers when they make reservations. There are a range of bookings that an employee may take, including rack, corporate, government, inbound customers, group packages and promotional packages. Having a knowledge of these products ensures that the employee is able to match each customer with the appropriate type of booking, rate and enterprise facilities or services.

Answers could include:

- room types and rates
- market segments and appropriate rates
- promotional packages
- enterprise facilities and services

Types of bookings:

- rack
- corporate
- government
- inbound
- group package
- special package
- promotional

Question 24 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the relationship between selling techniques and the matching of products or services to customer needs and expectations Uses specific industry examples 	9–10
<ul style="list-style-type: none"> Provides a detailed explanation of the relationship between selling techniques and the matching of products or services to customer needs and expectations Uses industry examples 	7–8
<ul style="list-style-type: none"> Provides a sound explanation of the relationship between selling techniques and the matching of products or services to customer needs and expectations Uses some industry examples 	5–6
<ul style="list-style-type: none"> Provides a basic explanation of the relationship between selling techniques and the matching of products or services to customer needs and/or expectations Uses limited industry examples 	3–4
<ul style="list-style-type: none"> Provides limited information regarding selling techniques and the matching of products or services to customer needs and/or expectations. May provide examples 	1–2

Answers could include:**Selling techniques:**

- up-selling – information on alternative products and services that may result in a more expensive product
- top down – describing benefits from the most expensive down
- offering alternatives – providing information on a range of products and services and asking customer's preference
- suggestive selling – providing information regarding additional services and products to customer. Add-on and complementary services
- selling benefits to customer – highlighting the benefits of products and services to match customer needs.

Hospitality

2014 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	SITXOHS002A – Follow workplace hygiene procedures p76			X			X		
2	1	SITXOHS001B – Follow Health Safety and Security procedures p63		X		X				
3	1	SITXOHS002A – Follow workplace hygiene procedures p78						X		
4	1	SITXCOM001A – Work with colleagues and customers p30	X	X						
5	1	SITXCOM001A – Work with colleagues and customers p27	X							
6	1	SITXIND001A – Develop and update hospitality industry knowledge p19	X				X		X	
7	1	SITXOHS001A – Follow Health Safety and Security procedures p61–62			X					
8	1	SITXCOM002A – Work in a socially diverse environment p41	X							
9	1	SITXCOM001A – Work with colleagues and customers p34			X		X			
10	1	SITXOHS001A – Follow Health Safety and Security procedures pg56							X	
11	1	SITXOHS001A – Follow Health Safety and Security procedures p61		X		X				
12	1	SITXIND001B – Develop and update hospitality industry knowledge p14							X	
13	1	SITXOHS002A – Follow workplace hygiene procedures p71			X		X			
14	1	SITXOHS001A – Follow Health Safety and Security procedures p61–62							X	
15	1	SITXOHS002A – Follow workplace hygiene procedures p73			X				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
16(a)	2	SITXOHS002A – Follow workplace hygiene procedures p71							X	
16(b)	3	SITXOHS002A – Follow workplace hygiene procedures p74			X	X				
17(a)	2	SITXCOM001A – Work with colleagues and customers p24	X							
17(b)	4	SITXCOM001A – Work with colleagues and customers p26								X
18(a)	2	SITXOHS001A – Follow Health Safety and Security procedures p65–66					X			
18(b)	5	SITXOHS001A – Follow Health Safety and Security procedures p65–66					X		X	
19(a)	3	SITXCOM001A – Work with colleagues and customers p29	X	X						
19(b)	3	SITXCOM001A – Work with colleagues and customers p28 SITXCOM002A – Work in a socially diverse environment p41	X	X						
19(c)	3	SITXCOM001A – Work with colleagues and customers p29	X	X						
20	8	SITXIND001A – Develop and update hospitality industry knowledge p15–16						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	SITXENV001A – Participate in environmentally sustainable work practices p49, 51–52			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
22(a)	5	SITHCCC001A – Organise and prepare food p131–132 SITHCCC002A – Present food p143	X				X		X	
22(b)	10	SITHCCC005A – Use basic methods of cookery p 162, 164	X		X					
23(a)	5	SITHFAB003A – Serve food and beverage to customers p189							X	
23(b)	10	SITHFAB003A – Serve food and beverage to customers p182–183			X			X	X	
24(a)	5	SITTSL007B – Receive and process reservations p182–183	X					X	X	
24(b)	10	SITTSL007B – Receive and process reservations p112–113	X			X				