

Hospitality

Food and Beverage

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- 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 Question 22
- 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 of the following is an example of environmental hygiene?
- (A) Sanitising kitchen benches
 - (B) Recycling cardboard boxes
 - (C) Keeping fingernails short and clean
 - (D) Washing hands after visiting the bathroom
- 2 Which of the following pairs of drinks are prepared using a blender?
- (A) Iced coffee and chai latte
 - (B) Mango frappé and chai latte
 - (C) Berry smoothie and iced chocolate
 - (D) Banana smoothie and pineapple frappé
- 3 Ms Jones comes into the Coffee Cafe every day to purchase a takeaway cappuccino on her way to work.
- What type of customer is Ms Jones?
- (A) Business
 - (B) Internal
 - (C) New
 - (D) Repeat
- 4 Which of the following best defines a *table d'hôte* menu?
- (A) The menu varies each day on a weekly rotation.
 - (B) The menu specials are displayed daily on a board.
 - (C) The menu includes a variety of individually priced dishes.
 - (D) The menu has a set number of courses with limited choice.

- 5 Simon has been working at a local cafe for three weeks. In that time, other staff members have deliberately not included him in any professional or social conversations.

What type of bullying is Simon experiencing in the workplace?

- (A) Physical
 - (B) Psychological
 - (C) Sexual
 - (D) Verbal
- 6 What is a work health and safety (WHS) risk associated with using a post-mix machine?
- (A) A build-up of inert gases due to leakage
 - (B) A warm beverage due to inadequate chilling
 - (C) A flat beverage due to insufficient carbonation
 - (D) A strong flavour due to incorrect syrup dilution
- 7 Which of the following is a viral contaminant?
- (A) Clostridium botulinum
 - (B) Hepatitis A
 - (C) Listeria
 - (D) Salmonella
- 8 Which of the following best defines the term *tamping* when making an espresso coffee?
- (A) The texturising of milk for a cappuccino
 - (B) The application of pressure to ground coffee
 - (C) The mixing of the espresso with steamed milk
 - (D) The removal of dissolved solids from roasted coffee

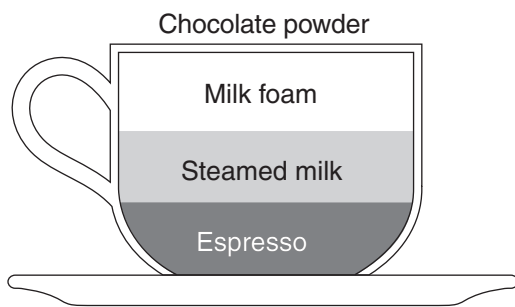
9 Which of the following is the correct sequence of procedures when providing food and beverage service to customers?

- (A) Present menu, greet and seat customers, take and process order
- (B) Present menu, adjust cutlery and glassware, take and process order
- (C) Greet and seat customers, present menu, take and process order
- (D) Greet and seat customers, adjust cutlery and glassware, present menu

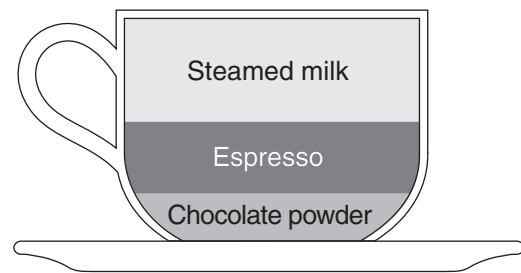
10 What shape and colours are used on protective equipment safety signs?

- (A) Blue circle, white symbol
- (B) Yellow triangle, black symbol
- (C) Green rectangle, white symbol
- (D) Red circle, black symbol

11 Identify the two styles of coffee represented in the images below.



(i)



(ii)

	(i)	(ii)
(A)	Latte	Mocha
(B)	Cappuccino	Latte
(C)	Cappuccino	Mocha
(D)	Mocha	Cappuccino

- 12** Which of the following best defines *cafeteria style* service?
- (A) Food prepared and served at the table
 - (B) Full table service with an extensive menu
 - (C) Elaborately displayed food served from a central position
 - (D) Pre-cooked food served from behind a food service counter
- 13** A restaurant customer complains to the wait person that her meal has arrived at the table cold.
- After apologising to the customer, the wait person should
- (A) reheat the meal immediately.
 - (B) remove the meal and reorder immediately.
 - (C) tell the customer that other staff are to blame.
 - (D) leave the meal on the table and reorder as soon as possible.
- 14** What is the best definition of the term *end of service*?
- (A) The working day finishes for staff
 - (B) No more customer orders are being taken
 - (C) The last customer orders have been served
 - (D) The restaurant shuts after lunch to set up for dinner
- 15** An employee experiences ongoing stress after witnessing an accident involving a colleague in the workplace.
- What type of cost is this to the individual?
- (A) Economic
 - (B) Human
 - (C) Organisational
 - (D) Social

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Hospitality
Food and Beverage

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–20

Allow about 50 minutes for this section

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

Question 16 (2 marks)

What is the value to a worker of getting individual feedback from their supervisor? **2**

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Please turn over

Question 17 (6 marks)

(a) Outline the benefits of managing food and beverage waste effectively. **2**

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(b) Describe practices that establishments use to manage food and beverage waste effectively. **4**

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Hospitality
Food and Beverage

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Centre Number

Section II (continued)

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Student Number

Question 18 (10 marks)

- (a) State the intent of ONE piece of legislation related to food safety. **2**

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- (b) Describe the conditions that are most likely to lead to the microbiological contamination of food. **3**

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Question 18 continues on page 12

Question 18 (continued)

(c) Explain the hygienic work practices involved when using an espresso coffee machine.

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End of Question 18

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Food and Beverage

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Centre Number

Section II (continued)

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Student Number

Question 19 (9 marks)

- (a) What are the consequences for a hospitality business if food and beverage orders are not correct or are mismanaged? **2**

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- (b) How does the recognition of customer non-verbal cues enhance the service provided by wait staff? **3**

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Question 19 continues on page 14

Question 19 (continued)

- (c) Explain how customer needs and expectations can be met by a food and beverage attendant providing quality service. **4**

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End of Question 19

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Hospitality
Food and Beverage

Section III

15 marks

Attempt Question 21

Allow about 25 minutes for this section

Answer part (a) of the question in a writing booklet. Answer part (b) of the question in a SEPARATE writing booklet. Extra writing booklets are available.

Question 21 (15 marks)

The following non-alcoholic beverages appear on the menu at a local cafe.

Strawberry frappé

Iced chocolate

Cappuccino

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

- (a) Explain the optimal storage conditions required for ONE different ingredient from EACH of the beverages listed. **5**

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

- (b) Using examples from the menu, explain the importance of effective time and task management in the preparation and service of non-alcoholic beverages. **10**

Please turn over

Section IV

15 marks

Attempt Question 22

Allow about 25 minutes for this section

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

Your answer 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
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Question 22 (15 marks)

Evaluate the impact of current and emerging technologies on operational duties and service delivery in the hospitality industry.

End of paper