BOSTES | BOARD OF STUDIES
TEACHING &
EDUCATIONAL
STANDARDS NSW

2015 HSC Hospitality Food and Beverage Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16

Criteria	Marks
• Clearly identifies the value to a worker of getting individual feedback from their supervisor	2
• Makes statement(s) about the value of getting individual feedback from their supervisor	1

Sample answer:

Individual feedback is valuable to workers as it can lead to improvements in the practices of the worker and in the establishment. Individual workers are able to use the feedback to continually improve the quality of service they provide.

Question 17 (a)

Criteria	Marks
• Sketches in general terms the benefits of managing food and beverage waste effectively	2
• Makes statement(s) about managing food and beverage waste	1

Sample answer:

Effectively managing food and beverage waste ensures work areas remain clean, tidy and hygienic. Effective management reduces the risk of pest infestation. Establishments that recycle and dispose of waste wisely will also generate a positive public image that may result in increased business.

Question 17 (b)

Criteria	Marks
• Provides detailed characteristics and features of practices that establishments use to manage food and beverage waste effectively	4
• Provides characteristics and features of practices that establishments use to manage food and beverage waste effectively	3
• Provides limited information about practices that establishments use to manage food and beverage waste effectively	2
• Makes a relevant statement about a practice that establishments use to manage food and beverage waste	1

Sample answer:

Establishments effectively manage food and beverage waste by disposing of waste wisely and through the effective sorting of recyclables.

Workers are encouraged to sort recyclables using skip bins, compacting units, wheelie bins etc. Generally the items to be placed in these bins include recyclables such as paper, cardboard, glass, plastic and aluminium.

Left over food scraps and waste can be disposed of wisely by turning into compost, fertiliser or feeding worm farms. If an establishment has regular large amounts of waste they may need to review their portion control and Standard Recipe Card.

While it is not common for wine bottles to have cork stoppers, natural cork is recyclable and can be used to stabilise table legs. Cork can also be turned into floor tiles and memo boards etc.

Broken glass should be wrapped carefully before being placed in the recycling bin, for WHS purposes.

Establishments should be aware of local council recycling programs and comply where possible.

Question 18 (a)

Criteria	Marks
• States accurately the intent of ONE piece of legislation related to food safety	2
• Provides limited information about the intent of ONE piece of legislation related to food safety	1

Sample answer:

The main intent of Food Act 2003 is to provide the public with a safe food supply. It aims to protect the health of the public by preventing the production, manufacture, processing and sale of unsafe foods.

Question 18 (b)

Criteria	Marks
• Provides detailed characteristics and features of conditions most likely to lead to microbiological contamination of food	3
• Provides general characteristics and features of conditions most likely to lead to microbiological contamination of food	2
• Provides limited information about conditions likely to lead to microbiological contamination of food	1

Sample answer:

For bacteria to contaminate food it needs to have access to food or nutrients and water within the food. The pH level within the food needs to be neutral and they can only survive when oxygen is present. The temperature for optimal growth needs to be above 5° or below 60° and the food needs to sit at that temperature for an extended length of time (more than 4 hours).

Question 18 (c)

Criteria	Marks
• Provides a detailed explanation of hygienic work practices involved when using an espresso coffee machine	4–5
• Provides an explanation of hygienic work practices involved when using an espresso coffee machine	2–3
• Provides limited information about hygienic work practices involved in using an espresso coffee machine	1

Sample answer:

Workers should always follow personal hygiene practices when operating an espresso coffee machine. Hair should be tied back, clothing should be clean, hands washed and nails kept short and clean.

Environmental hygiene practices must also be adhered to. Work area should be kept clean and tidy. Different coloured cloths can be used for different purposes to minimise cross-contamination eg one cloth to wipe down the steam wand after use, another to wipe up spilt coffee grounds.

Regular cleaning of the machine should occur during service (wipe down surfaces) and especially at end of service. Manufacturer's instructions should be followed when cleaning and sanitising the machine at the end of shift/service.

The steam wand has the potential to be a biological hazard as milk left in the steam wand can result in bacterial growth due to the warm conditions. To prevent this, workers must immediately wipe the steam wand after use and then purge the wand by running a short burst of steam through the nozzle to remove milk build-up.

Question 19 (a)

Criteria	Marks
• Clearly identifies the consequences for the business if customer food and beverage orders are not correct or are mismanaged.	2
• Makes a relevant statement(s) about consequences for the business if customer food and beverage orders are not correct or are mismanaged	1

Sample answer:

If food and beverage orders are not correct or are mismanaged this may result in customer dissatisfaction as orders are slow to be delivered or are incorrect on arrival. Dissatisfied customers may not return to the business and will tell others of the experience. This can lead to reduced business and loss of profits.

Question 19 (b)

Criteria	Marks
• Illustrates clearly how the recognition of customer non-verbal cues enhances the service provided by wait staff	3
• Recognises how customer non-verbal cues can enhance the service provided by wait staff	2
• Makes statement(s) about non-verbal cues	1

Sample answer:

When wait staff are able to recognise and use non-verbal cues it greatly enhances the service provided. Customers will use a range of different non-verbal cues to communicate with wait staff. When a customer signals for the bill by raising their arm it allows staff to quickly and efficiently provide the account to the customer. When customers close or put down the menu this indicates they are ready to order. This allows the waitperson to give the customer the time they need to consider their orders and careful observation will allow for prompt and efficient service. Non-verbal cues such as frowning and folded arms can communicate to the wait staff that the customer is not happy. Recognition of these cues will help to rectify the problem and help the customer with their complaint.

Question 19 (c)

Criteria	Marks
• Provides a detailed explanation of how customer needs and expectations can be met by a food and beverage attendant providing quality service	4
• Provides an explanation of how customer needs and expectations can be met by a food and beverage attendant providing quality service	2–3
• Provides limited information about how customer needs and expectations can be met by a food and beverage attendant providing quality service	1

Answers could include:

Food and beverage staff should have knowledge of the establishment and resources that can cater for a range of customer needs and expectations.

Examples of common customer needs and expectations and how food and beverage staff can meet these needs include:

- Families with young children – recognise the need for high chairs or booster seats, position families in areas of restaurant with extra space to accommodate prams, bags, high chairs. Provide equipment for activities (eg colouring-in) to entertain children while waiting. Recognise children need food delivered quickly. Provide specific children's menu or special utensils

- Business customers – provide quick service, recognise loyal or regular customers, individual requirements. Provide quiet areas for privacy and confidential discussions

- Disabled and/or elderly customers – provide easy access for people in wheelchairs and walkers, seat them near exits and bathroom facilities

- Special dietary requirements – know ingredients in all menu items. Be able to identify menu items that contain allergens or are suitable for specific dietary requirements.

Question 20

Criteria	Marks
• Makes evident a detailed relationship between the responsibilities of the Person Conducting Business or Undertaking (PCBU), the worker and the union in implementation of work health and safety (WHS) requirements	7–8
• Makes evident the relationship between the responsibilities of the PCBU, the worker and the union in the implementation of WHS requirements	5–6
• Provides information about the responsibilities of the PCBU and/or the worker and/or the union in the implementation of WHS requirements	3–4
• Makes relevant statement(s) about the responsibilities of the PCBU or the worker or the union in the implementation of WHS requirements	1–2

Answers could include:

PCBU

- The primary health and safety responsibility sits with the PCBU

- Required to consult with workers

- Take the views of workers into account when making a decision about WHS

- Provide workers opportunities to express views, raise WHS issues, contribute to the decision making process

- Advise workers on the outcome of decisions in a timely manner

- Appoint a Health and Safety Representative (HSR)

The worker

- WHS is everyone's responsibility in the workplace

- Must comply with reasonable and practical measures put in place in the workplace to reduce or eliminate risk

- Report any WHS issues observed in the workplace

The union

- Work with PCBUs and workers to improve safety in the workplace

- Consult with PCBUs and workers on specific WHS issues

- Represent the worker's interest in workers compensation claims

Section III

Question 21 (a)

Criteria	Marks
• Provides a detailed explanation of the optimal storage conditions required for ONE different ingredient from EACH beverage listed	4–5
• Provides an explanation of the optimal storage conditions required for ONE different ingredient from EACH beverage listed	2–3
• Provides limited information about the storage conditions of ingredient(s) used in the beverages listed	1

Sample answer:

It is important that all non-alcoholic beverage ingredients are stored correctly to minimise the risk of contamination and to maintain freshness.

Optimal storage conditions will depend on the type of ingredient. Storing fresh fruit such as strawberries for the strawberry frappe requires them to be stored in the cool room. Soft fruit such as strawberries need to be stored in their plastic punnet and stacked neatly on the cool room shelf to minimise risk of damage or bruising. If damage or bruising occurs the quality will deteriorate quickly. Stock should be rotated and FIFO practised.

Ice cream used in the iced chocolate needs to be stored in a freezer below −18°C. It is important that ice cream is not allowed to thaw and be re-frozen as ice crystals form and the texture of the ice cream deteriorates. FIFO must be practised to ensure effective stock rotation. When being placed back in freezer it must be correctly sealed to prevent change in texture.

Milk used in the cappuccino is a perishable product and needs to be stored in the cool room at a temp between 1−4°C. Milk needs to be stored in a sealed container to prevent cross contamination and the absorption of other strong odours. It is important to minimise the amount of time milk is left in the danger zone of 5−60°C as the quality will deteriorate quickly. FIFO must be practised to ensure effective stock rotation.

Question 21 (b)

Criteria	Marks
• Provides a comprehensive explanation of the importance of effective time and task management in the preparation and service of non-alcoholic beverages • Uses specific industry examples from the menu provided	9–10
• Provides a detailed explanation of the importance of effective time and task management in the preparation and service of non-alcoholic beverages • Uses specific industry examples from the menu provided	7–8
• Provides a sound explanation of the importance of effective time and task management in the preparation and/or service of non-alcoholic beverages • Uses specific industry examples from the menu provided	5–6
• Provides basic discussion of the importance of effective time and task management in the preparation and/or service of non-alcoholic beverages • Uses limited examples	3–4
• Provides limited information about time and task management in the preparation and/or service of non-alcoholic beverages • May provide examples	1–2

Answers could include:

Time and task management in the preparation of non-alcoholic beverages are important to ensure that beverages are served in a timely manner at the correct temperature and presented to industry standards to meet customer expectations.

When time and task management are handled poorly, the preparation and service of non-alcoholic beverages becomes slow and disorganised, quality is lost resulting in decreased customer satisfaction.

When preparing non-alcoholic beverages the following time and task management procedures need to be followed:

• Coffee machine is turned on and seasoned at beginning of shift to ensure coffees are made at required temperature and flavour.

• Check stock items and equipment to ensure there is enough for service, eg clean teaspoons, saucers, cups, milk, garnishes.

• Beverage prepared using Standard Recipe Card to ensure accurate quantities of ingredients are used, taste is consistent and pleasing, eg using extra chocolate syrup to make an iced chocolate may make it too sweet and unpalatable for the customer, eg using the incorrect cup size when making a cappuccino may make the beverage too strong and unpleasant to drink.

• All fresh fruit and garnishes should be pre-washed and cut ready for timely use when preparing a beverage such as a strawberry frappe.

• Glassware should be cleaned and if possible chilled for beverages such as strawberry frappe and iced chocolate. Cups and mugs for hot beverages such as the cappuccino should be stored on top of the espresso machine, warm and ready to use.

• Stainless steel jugs used for frothing milk should be stored in the refrigerator to ensure that the best possible milk texture is achieved.

- All ingredients used in the making of non-alcoholic beverages need to be at hand, organised and easily accessible so that the preparation of beverages is efficient and timely, e.g. the ice cream for the iced chocolate needs to be stored in a freezer at the food and beverage station not in the freezer in the kitchen back of house.

When serving non-alcoholic beverages the following time and task management processes need to be followed:

- When multiple non-alcoholic beverages are ordered at the same time it is best to prepare the cool beverages first followed by the hot beverages, eg the strawberry frappe and iced chocolate should be prepared before the cappuccino to ensure all beverages are served at the appropriate temperature.

- Customers would expect drinks soon after the order is taken and before the meal arrives. Correct handling of beverage orders is essential in order to provide timely service to customers.

- It is important non-alcoholic beverage orders are taken accurately and recorded systematically in order for the correct drinks to be served to the correct customer.

- During busy service periods it is essential that effective communication occurs between staff so that orders are not mismanaged and all items are prepared and served to the table at the same time.

Section IV

Question 22

Criteria	Marks
• Provides a comprehensive evaluation of the impact of current and emerging technologies on operational duties and service delivery in the hospitality industry • Demonstrates a comprehensive understanding of current and emerging technologies • Provides a logical and cohesive response that includes industry terminology and specific industry examples	13–15
• Provides a detailed evaluation of the impact of current and emerging technologies on operational duties and service delivery in the hospitality industry • Demonstrates a detailed understanding of current and emerging technologies • Provides a logical response that includes industry terminology and industry examples	10–12
• Provides an evaluation of the impact of current and emerging technologies on operational duties and/or service delivery in the hospitality industry • Provides information about current and emerging technologies • Provides a response that includes industry terminology and industry examples	7–9
• Provides basic information about the impact of current and emerging technologies on operational duties and/or service delivery in the hospitality industry • Communicates information using industry example(s)	4–6
• Provides some relevant information relating to current and emerging technologies in the hospitality industry	1–3

Answers could include:

Evaluate: makes judgements about the value of current and emerging technologies by showing possible positive and/or negative effects of a variety of emerging technologies.

Operational duties may include booking systems, internal communication systems, staff rosters, training, e-business, new and improved work practices, security.

Service delivery may include booking systems, customer service feedback, products and services offered by establishments/business, loyalty schemes, social media.

- Online booking systems, eg Wotif, Menu Log, Dimmi etc. Bookings made via PC, hand held devices, smart phones. Direct deposit payments.

- Personalised systems – Welcome messages to customers displayed on TV screens in their rooms, SMS messages to customers regarding bookings, loyalty programs, special events, promotional deals.

- Social media: eg Facebook, Blogs, Instagram, Twitter, Trip Advisor etc. How these are used to promote business. May include the managing of negative feedback made by customers.

- Marketing: eg personalised emails to customers, loyalty programs (eg Accor Advantage Plus).
- Security: Swipe cards for staff and customers when entering rooms. Pin Pad entry, security cameras.
- E-Business: cloud technology for storage of data. Inventory and management can be done remotely. Mobile websites, staff can access rosters and input their availability online.
- Staff training: Online training for staff in WHS and customer service.
- Smart appliances: eg mobile phone, tablet with apps can control lighting, temperature, entertainment in restaurants and hotel rooms. Tablet menus in restaurants/cafes.
- EPOS – Paywave, Credit cards.

The impact of emerging technologies:

- Establishments will save money on advertising as many social media platforms are free
- Online bookings may reduce the number of no-shows
- Less employment/jobs as they can be replaced by technology
- Possibility of reduced markets
- Initial outlay costly to establishment
- Need trained staff to operate these systems
- Loss of data due to technology 'crashing' or being tampered with
- More efficient record keeping, less paper – better for environment
- Promotion is more timely and more frequent
- Social media platforms need monitoring to deal with negative comments. Establishments need procedures to deal with this effectively
- Continual need to update equipment and retrain staff.

2015 HSC Hospitality
Food and Beverage
Mapping Grid

Section I

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem–solving	Initiative and enterprise	Planning and organising	Self–management	Learning	Technology
1	1	(Mandatory) Hygiene – Hazards Impacting Food Safety – environmental hygiene – p25					X	X		
2	1	(Stream) Food and Beverage: equipment – non-alcoholic beverages – p54								X
3	1	(Stream) Food and Beverage: customers – p47							X	
4	1	(Stream) Food and Beverage: casual dining – p50							X	
5	1	(Mandatory) Working in the Hospitality Industry and Workplace – Anti-discrimination – p39	X	X						
6	1	(Stream) Food and Beverage: equipment – Non Alcoholic Beverages – Post Mix System – p55			X		X			X
7	1	(Mandatory) Food Contamination – Viral – p27							X	
8	1	(Stream) Food and Beverage: espresso coffee – p53		X			X		X	X
9	1	(Stream) Food and Beverage: providing service – p51					X			
10	1	(Mandatory) WHS Compliance – safety signs – p30	X			X				
11	1	(Stream) Food and Beverage: espresso coffee – p53–54							X	
12	1	(Stream) Food and Beverage: casual dining – p49							X	
13	1	(Stream) Food and Beverage: customer dissatisfaction, problems and complaints – p49							X	
14	1	(Stream) Food and Beverage: closing down after Food and Beverage service – p53								

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem–solving	Initiative and enterprise	Planning and organising	Self–management	Learning	Technology
15	1	(Mandatory) WHS – Implications of cost – p29	X		X	X				

Section II

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem–solving	Initiative and enterprise	Planning and organising	Self–management	Learning	Technology
16	2	(Mandatory) Working in Industry–hospitality worker–feedback – p40	X	X				X	X	
17 (a)	2	(Stream) Food and Beverage: preparation of non-alcoholic beverages and espresso coffee – p56								
17 (b)	4	(Stream) Food and Beverage: preparation of non-alcoholic beverages – p56			X		X			
18 (a)	2	(Mandatory) Hygiene – compliance – food safety laws – p25/6							X	
18 (b)	3	(Mandatory) Hygiene – Food contamination – p26								
18 (c)	5	(Stream) Food and Beverage: equipment for espresso coffee – p55		X		X		X	X	
19 (a)	2	(Stream) Food and Beverage: providing Food & Beverage service to customers – p51			X			X		
19 (b)	3	(Stream) Food and Beverage: customers – p47	X		X					
19 (c)	4	(Stream) Food and Beverage: quality customer service – p47	X		X	X	X		X	
20	8	(Mandatory) WHS – primary responsibilities of key bodies – p29			X		X		X	

Section III

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem–solving	Initiative and enterprise	Planning and organising	Self–management	Learning	Technology
21 (a)	5	(Stream) Food and Beverage: preparation specific to non-alcoholic beverages – p56			X		X		X	
21 (b)	10	(Stream) Food and Beverage: preparation of non-alcoholic beverages and espresso coffee – p56	X	X	X		X		X	

Section IV

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem–solving	Initiative and enterprise	Planning and organising	Self–management	Learning	Technology
22	15	(Mandatory) Working in the Hospitality Industry and Workplace – technology – impact of current and emerging technologies – p41	X		X	X	X		X	X