

2015 HSC Hospitality Kitchen Operations and Cookery Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16

Criteria	Marks
<ul style="list-style-type: none"> Clearly identifies the value to a worker of getting individual feedback from their supervisor 	2
<ul style="list-style-type: none"> Makes statement(s) about the value to a worker 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
<ul style="list-style-type: none"> Sketches in general terms the benefits of managing kitchen waste effectively 	2
<ul style="list-style-type: none"> Makes statement(s) about managing kitchen waste 	1

Sample answer:

Effectively managing kitchen waste ensures work areas remain clean, tidy and hygienic. Effective management reduces the risk of pest infestation. Establishments that recycle and dispose of kitchen waste wisely (eg compost, separate waste) will save money, and 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 kitchen waste effectively	4
• Provides characteristics and features of practices that establishments use to manage kitchen waste effectively	3
• Provides limited information about practices that establishments use to manage kitchen waste effectively	2
• Makes a relevant statement about a practice that establishments use to manage kitchen waste	1

Sample answer:

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

Kitchen staff are trained to follow Standard Recipe Cards to ensure correct portion control, therefore reducing wastage. Offcuts and trimmings are used in a variety of applications, eg stocks, soups and sauces. When food commodities are in excess special menu items are designed to utilise available ingredients eg left over risotto is made into arancini balls for the next day. Items are ordered in bulk to reduce packaging waste. General items such as paper, cardboard, glass, plastic and aluminium are sorted and recycled according to local government and or enterprise policies.

Left over food scraps and waste can be disposed of wisely by turning into compost, fertiliser or feeding worm farms.

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 the 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 in the preparation of crumbed fish and salad	4–5
• Provides an explanation of hygienic work practices involved in the preparation of crumbed fish and salad	2–3
• Provides limited information about hygienic work practices involved in the preparation of crumbed fish and salad	1

Answers could include:

There are both environmental and personal hygienic work practices that need to be considered in the preparation of crumbed fish and salad.

Environmental

- Ensure work benches are clean and sanitised
- Equipment and utensils are clean
- Ingredients are stored at appropriate temperatures eg fish and eggs at 1–4°C, in cool room, breadcrumbs in sealed container
- Correct disposal of waste
- Washing knife and cutting board after filleting fish
- Using colour coded chopping boards to prepare fish (blue) and salad vegetables (green)

Personal

- Wash hands before food preparation
- Wearing correct and clean uniform and hat
- Wearing gloves for crumbing process
- No jewellery
- Short clean fingernails

Question 19 (a)

Criteria	Marks
• Illustrates clearly the differences in heat transfer between convection and conduction cooking methods	2
• Provides limited information on heat transfer through convection and/or conduction cooking methods	1

Sample answer:

When cooking food the heat is transferred in a number of ways.

When using convection to transfer heat, the heat is passed on by the use of hot air or hot water, e.g. hot air in an oven.

Conduction transference is the direct transfer of heat from the source, eg heat from the hot plate on the stove.

Question 19 (b)

Criteria	Marks
• Provides a comparison between the purposes of cleaning procedures and sanitising procedures in a commercial kitchen	2
• Provides limited information on the purpose of cleaning procedures and/or sanitising procedures in a commercial kitchen	1

Sample answer:

The purpose of cleaning procedures in a commercial kitchen is to remove any physical dirt, dust, food scraps and grime from the kitchen environment.

The purpose of sanitising in a commercial kitchen is to reduce or eliminate the level of bacteria in the kitchen environment by using a chemical sanitiser and/or heat.

Question 19 (c)

Criteria	Marks
• Provides a detailed explanation of the factors to be considered when plating and presenting food to industry standards	4–5
• Provides an explanation of the factors to be considered when plating and presenting food to industry standards	2–3
• Provides limited information about factors to be considered when plating and presenting food	1

Answers could include:

Factors to be considered include:

- Appropriate crockery, service ware and utensils – no chips or cracks
- Temperature of crockery and food – warm plates for hot food to ensure hot food is served hot
- Portion size – food items are uniform in size and presentation as specified in SRC
- Placement of food – consider height, arrangement, size, shape
- Appearance – remove grease marks, spills and drips, include a variety of colours and textures
- Use of appropriate sauces and garnishes or decorations – garnishes are edible, fresh and complement flavours in the meal
- Ensure food is not plated on the service rim.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Makes evident a detailed relationship between the responsibilities of the Person Conducting Business or Undertaking (PCBU), the worker and the union in the implementation of work health and safety (WHS) requirements 	7–8
<ul style="list-style-type: none"> Makes evident the relationship between the responsibilities of the PCBU, the worker and the union in the implementation of WHS requirements 	5–6
<ul style="list-style-type: none"> Provides information about the responsibilities of the PCBU and/or the worker and/or the union in the implementation of WHS requirements 	3–4
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Provides a detailed explanation of the optimal storage conditions required for ONE different ingredient from EACH dish listed 	4–5
<ul style="list-style-type: none"> Provides an explanation of the optimal storage conditions required for ONE different ingredient from EACH dish listed 	2–3
<ul style="list-style-type: none"> Provides limited information about the storage conditions of ingredient(s) used in the dishes listed 	1

Sample answer:

It is essential that all ingredients used to make menu items are stored correctly to minimise the risk of contamination and maintain quality and freshness.

The optimal storage conditions required for ingredients is dependent on the type of ingredient. When storing highly perishable food items, such as the prawns used in the garlic prawns and rice dish, correct storage is vital.

Raw prawns should be stored on trays of crushed ice. The prawns need to be covered and labelled with type and date of delivery. This ensures they are used in an appropriate time that would be within 24–48 hours. Prawns should be stored in the coldest part of the cool room ideally at 1°C ensuring that the risk of contamination is eliminated by storing raw prawns below cooked food items.

Eggs are one ingredient used when making a Caesar salad. Eggs are a semi-perishable food and need to be stored in the cool room between 1–4°C. This will reduce the risk of bacterial growth that may be present in the eggs. Eggs have a porous shell so it is essential that all eggs are clean and free from dirt while being stored. Eggs due to their fragile nature should be stored in the carton they are delivered in on a higher shelf where they are safe from damage.

Frozen foods must be treated carefully to maintain quality. The salted caramel ice cream used in the dessert needs to be stored in a freezer below –18°C. It is important that ice cream is not allowed to thaw and then be re-frozen as ice crystals form and the texture of the ice cream deteriorates. All containers need to be labelled and dated to ensure effective stock rotation. When placed back in the freezer, items must be correctly sealed to prevent drying out and further deterioration to texture and appearance.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the importance of effective workflow planning in the preparation and presentation of menu items Uses specific industry examples from the menu provided 	9–10
<ul style="list-style-type: none"> Provides a detailed explanation of the importance of effective workflow planning in the preparation and presentation of menu items Uses specific industry examples from the menu provided 	7–8
<ul style="list-style-type: none"> Provides a sound explanation of the importance of effective workflow planning in the preparation and/or presentation of menu items Uses specific industry examples from the menu provided 	5–6
<ul style="list-style-type: none"> Provides a basic explanation of the importance of effective workflow planning in the preparation and/or presentation of menu items Uses limited examples 	3–4
<ul style="list-style-type: none"> Provides limited information about workflow planning in the preparation and/or presentation of menu items May provide examples 	1–2

Answers could include:

Effective workflow planning is essential for the smooth running of a commercial kitchen and the timely preparation and presentation of high quality menu items. Features of effective workflow planning include:

- logical sequence
- time efficiency
- planning and organisation
- time constraints
- cooperation
- communication.

It is essential that all these features are considered and implemented when preparing menu items so that customer satisfaction is maximised. When this occurs customers are more likely to return to the business and provide positive feedback leading to further success for the enterprise. Effective workflow planning also enables staff to perform their duties efficiently, cooperatively and achieve a high level of job satisfaction. When preparing and presenting menu items the following effective workflow planning procedures need to be followed.

- Logical sequence – tasks need to be planned and organised in a logical order, eg the salted caramel ice-cream should be prepared first and stored frozen in the freezer ready for service. The Caesar salad dressing and the boiled eggs should be prepared in advance of the service period ready for salad assembly when ordered.
- Time efficiency – some tasks take longer to complete while others can be done once the order is received eg croutons for the Caesar salad can be made in advance and involve clarifying of butter to fry the bread squares. This task should be done before the start of the service period. When preparing and presenting the garlic prawns and rice the garlic prawns can be cooked to order to ensure the sauce is fresh and the prawns are not overcooked. The rice to accompany this dish should be pre-cooked and held at the correct temperature ready for service with the garlic prawns.

- Planning and organising – this involves the head chef organising the kitchen staff to know their responsibilities in their section of the kitchen eg when customers order a dessert such as a chocolate pudding with salted caramel ice-cream the dessert chef must be ready to prepare and present the dessert in a timely manner once the main meal has been cleared.
- Time constraints – ensure that tasks are done by a specific time. This allows staff to meet time constraints, avoid delays and food wastage e.g. all mise en place tasks must be completed before the commencement of the service period. This would include the peeling of the prawns, the boiling of the eggs, preparing the croutons, washing and chopping lettuce, frying bacon, preparing pudding batter.
- Cooperation – all kitchen staff must work together to efficiently complete all tasks for the service period. If there are several Caesar salad orders waiting to be filled, other staff from the kitchen, such as the dessert chef, could step in to produce the orders required.
- Communication between sections within the kitchens is crucial for staff to be able to work efficiently.

Section IV

Question 22

Criteria	Marks
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Provides basic information about the impact of current and/or emerging technologies on operational duties and/or service delivery in the hospitality industry Communicates information using industry example(s) 	4–6
<ul style="list-style-type: none"> Provides some relevant information relating to current and/or 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: e.g. 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 Kitchen Operations and Cookery 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 – p25					X	X		
2	1	(Stream) Kitchen operations and cookery: safe food handling work practices – p70			X				X	
3	1	(Stream) Kitchen operations and cookery: preparation – p65						X	X	X
4	1	(Stream) Kitchen operations and cookery: cleaning regimes – p68		X			X		X	
5	1	(Mandatory) Working in the Hospitality Industry and Workplace – p39	X	X				X		
6	1	(Stream) Kitchen operations and cookery: Commercial Kitchen work environment – p67			X				X	
7	1	(Mandatory) Hygiene, food contamination and food – sbovine illnesses – p27			X			X	X	
8	1	(Stream) Kitchen operations and cookery: knives – p63			X				X	
9	1	(Stream) Kitchen operations and cookery: equipment for food prep and cookery – p63							X	X
10	1	(Mandatory) Safety WHS compliance – p30	X							
11	1	(Stream) Kitchen operations and cookery: cookery methods – p66					X		X	X
12	1	(Stream) Kitchen operations and cookery: clean and sanitise – p68			X				X	X
13	1	(Stream) Kitchen operations and cookery: preparation – p65			X				X	
14	1	(Stream) Kitchen operations and cookery: Hazard Analysis Critical Control Point – p72			X		X		X	

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) Work Health and Safety (WHS) – p29								

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 the Hospitality Industry and Workplace – hospitality worker – p40	X	X				X	X	
17 (a)	2	(Stream) Kitchen operations and cookery: environmentally sustainable work practices when cleaning – p70					X			
17 (b)	4	(Stream) Kitchen operations and cookery: environmentally sustainable work practices when cleaning – p70			X	X	X			
18 (a)	2	(Mandatory) Hygiene – compliance – p25–26							X	
18 (b)	3	(Mandatory) Hygiene – food contamination – p26			X				X	
18 (c)	5	(Stream) Kitchen operations and cookery: preparation – p64		X		X			X	
19 (a)	2	(Stream) Kitchen operations and cookery: cookery methods – p66			X				X	X
19 (b)	2	(Stream) Kitchen operations and cookery: clean and sanitise – p68			X				X	
19 (c)	5	(Stream) Kitchen operations and cookery: presentation of food – p67			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) Kitchen operations and cookery: food – p64			X		X		X	
21 (b)	10	(Stream) Kitchen operations and cookery: preparation – p65	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 – p41			X		X		X	X