



B O A R D O F S T U D I E S
NEW SOUTH WALES

2007

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Hospitality

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11, 13, 15 and 17

Total marks – 80

Section I Pages 2–5

15 marks

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

Section II Pages 9–17

35 marks

- Attempt Questions 16–20
- Allow about 45 minutes for this section

Section III Pages 19–20

30 marks

- Attempt Question 21
- Attempt ONE other question from Questions 22–24
- Allow about 1 hour for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

- 1 Which of the following is an entry level position in the housekeeping department?
 - (A) Porter
 - (B) Receptionist
 - (C) Kitchen hand
 - (D) Room attendant

- 2 What is the correct temperature range for storing fresh meat, poultry and seafood?
 - (A) -1°C to 2°C
 - (B) 1°C to 3°C
 - (C) 4°C to 5°C
 - (D) 6°C to 8°C

- 3 Unsafe sitting, lifting and handling techniques are workplace hazards.
Which type of workplace hazard are they?
 - (A) Environmental
 - (B) Ergonomic
 - (C) Physical
 - (D) Psychological

- 4 What is a role of the front office department in a large hospitality establishment?
 - (A) Issuing of staff uniforms
 - (B) Answering the telephone
 - (C) Promoting career opportunities
 - (D) Receiving and ordering food stock

- 5** Why are personal presentation standards important for hospitality staff?
- (A) To reflect current industry trends
 - (B) To reduce cost to the establishment
 - (C) To promote the establishment's logo
 - (D) To create a good first impression for guests
- 6** Which of the following is responsible for the implementation and monitoring of the Workers Compensation Act 1987 (NSW)?
- (A) WorkCover NSW
 - (B) NSW Department of Local Government
 - (C) Occupational Health and Safety Committee
 - (D) Liquor, Hospitality and Miscellaneous Workers Union
- 7** Which of the following is a feature of good telephone etiquette?
- (A) Speaking softly
 - (B) Using closed questions
 - (C) Using positive body language
 - (D) Relaying messages accurately
- 8** Which of the following positions is responsible for the training and recruitment of staff in a large hotel?
- (A) Hotel Manager
 - (B) Head of Department
 - (C) Human Resources officer
 - (D) Front Office receptionist
- 9** Which of the following are features of a suitable storage space for stock?
- (A) Appropriate temperature, sanitised and secure
 - (B) Appropriate temperature, accessible to all staff and having an air curtain
 - (C) Appropriate lighting, trolley access and having an air curtain
 - (D) Appropriate lighting, secure and accessible to all staff

- 10** Which of the following is the best location to store cleaning agents and chemicals in a hospitality establishment?
- (A) Ventilated storeroom
 - (B) Loading dock outside
 - (C) Locked dry-store area
 - (D) Cupboard under the kitchen sink
- 11** Which of the following is the most effective organisational strategy to use when dealing with cross-cultural misunderstandings in the workplace?
- (A) Stereotyping of cultures
 - (B) Applying a strict dress code
 - (C) Utilising the staff's cultural skills
 - (D) Written communication in one language
- 12** What is the name of the document, written by an enterprise, regarding employee standards of behaviour and dress?
- (A) Ethics policy
 - (B) Privacy policy
 - (C) Code of conduct
 - (D) Mission statement
- 13** Which of the following are sectors of the hospitality industry?
- (A) Human Resources, Food Production, Gaming
 - (B) Food and Beverage, Accommodation, Gaming
 - (C) Meeting and Events, Security, Food Production
 - (D) Food and Beverage, Security, Human Resources

- 14** A customer experiences nausea, vomiting and stomach cramps after consuming food from a seafood buffet.

Which of the following bacteria is the most likely cause of these symptoms?

- (A) Listeria
 - (B) Salmonella
 - (C) Staphylococcus aureus
 - (D) Clostridium botulinum
- 15** Which of the following is an employee responsibility under the Occupational Health and Safety Act 2000 (NSW)?
- (A) To attend OHS committee meetings
 - (B) To ensure the health and safety of visitors
 - (C) To provide and maintain systems of work and work environments
 - (D) To appropriately use equipment provided for health, safety and welfare

BLANK PAGE

BLANK PAGE

BLANK PAGE

--	--	--	--	--

Centre Number

Section II

--	--	--	--	--	--	--	--	--

Student Number

35 marks

Attempt Questions 16–20

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Marks

Question 16 (6 marks)

- (a) Explain ONE of the criteria that could be used to accurately check incoming stock. **2**

.....

- (b) Outline the correct procedures to follow when moving goods and placing them in the correct storage areas. **4**

.....

BLANK PAGE

--	--	--	--	--

Centre Number

Section II (continued)

--	--	--	--	--	--	--	--	--

Student Number

Marks

Question 17 (7 marks)

- (a) Identify TWO personal hygiene risks that can lead to food contamination. **2**

.....
.....

- (b) Describe how ONE piece of legislation regulates personal hygiene standards when preparing food. **5**

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

BLANK PAGE

Hospitality

--	--	--	--	--

Centre Number

Section II (continued)

--	--	--	--	--	--	--	--	--

Student Number

Marks

Question 18 (8 marks)

- (a) What is the difference between an *internal* and *external* customer? **2**

.....

.....

.....

.....

- (b) Explain how elements of cultural diversity influence customer service in relation to ONE major international tourist market. **6**

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

BLANK PAGE

Hospitality

--	--	--	--	--

Centre Number

Section II (continued)

--	--	--	--	--	--	--	--	--

Student Number

Marks

Question 19 (6 marks)

Explain why it is important for an employer to provide training in the selection and safe use of cleaning equipment and chemicals.

6

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

BLANK PAGE

Hospitality

--	--	--	--	--

Centre Number

Section II (continued)

--	--	--	--	--	--	--	--	--

Student Number

Marks

Question 20 (8 marks)

While working in a busy restaurant kitchen, a chef overheated the deep fryer and it caught fire. The chef sustained severe burns on his face, arms and neck.

8

Assess the cost of this workplace injury to both the individual and the organisation.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

BLANK PAGE

Hospitality

Section III

30 marks

Attempt Question 21

Attempt ONE other question from Questions 22–24

Allow about 1 hour for this section

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

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 21 (15 marks)

Analyse the impact of emerging markets, government initiatives and labour issues on the hospitality industry.

Please turn over

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 22 — Commercial Cookery (15 marks)

Explain how the implementation of food preparation and presentation procedures can meet customer expectations.

OR

Question 23 — Food and Beverage (15 marks)

Explain how the implementation of food and beverage procedures both prior to and during service can meet customer expectations.

OR

Question 24 — Accommodation Services (15 marks)

Explain how the implementation of correct housekeeping procedures both prior to and during room occupancy can meet guest expectations.

End of paper