



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

2002

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Hospitality Operations

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 and 13

Total marks – 80

Section I Pages 2–5

15 marks

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

Section II Pages 9–15

35 marks

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

Section III Pages 17–19

30 marks

- Attempt Question 21
- Attempt ONE other question from Questions 22–25
- 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.

Select the alternative A, B, C or D that best answers the question. Fill in the response oval completely.

Sample: $2 + 4 =$ (A) 2 (B) 6 (C) 8 (D) 9
A B C D

If you think you have made a mistake, put a cross through the incorrect answer and fill in the new answer.

A B C D

If you change your mind and have crossed out what you consider to be the correct answer, then indicate the correct answer by writing the word *correct* and drawing an arrow as follows.

A B C D
correct ↙

- 1** What conditions do food poisoning bacteria require for growth?
- (A) Warmth, food, oxygen
 - (B) High pH, time, oxygen
 - (C) Warmth, food, moisture
 - (D) High pH, moisture, time
- 2** Which of the following are examples of commercial establishments?
- (A) Bistros, hotels, Meals on Wheels
 - (B) Clubs, restaurants, serviced apartments
 - (C) Caravan parks, prisons, night clubs
 - (D) Bed and breakfasts, the Navy, resorts
- 3** Which is the most appropriate strategy to enhance cross-cultural communication?
- (A) Using slang
 - (B) Stereotyping
 - (C) Speaking clearly
 - (D) Making eye contact
- 4** Joe has been rostered on to the hotel's midnight kitchen shift. He has become irritable and distracted at work because he feels isolated from his family and friends.
- Which type of workplace hazard is affecting Joe?
- (A) Physical
 - (B) Chemical
 - (C) Biological
 - (D) Psychological
- 5** What is a role of the Human Resources department in a hospitality establishment?
- (A) To recruit, hire and train new staff
 - (B) To promote and market the establishment
 - (C) To maintain the status of the establishment
 - (D) To provide security services for the establishment

- 6 What is the purpose of a job description?
- (A) To outline the function and duties of the job
 - (B) To outline the award hours and duties of the job
 - (C) To outline conditions of employment for the worker
 - (D) To outline the terms of the employment contract for the worker
- 7 Which of the following best describes *sanitising*?
- (A) Reducing micro-organisms to a safe level
 - (B) Heating to 50°C for one minute to destroy all micro-organisms
 - (C) Removing grease from the surface of equipment or utensils
 - (D) Washing the surface with hot soapy water, then clean towel drying
- 8 A hotel receptionist receives an incoming telephone call requesting a room booking. The receptionist asks the customer, ‘Would you like us to make a dinner reservation for you in our a la carte dining room?’
- Which technique for promoting in-house services best describes the approach being used by the receptionist?
- (A) Up-selling
 - (B) Cross selling
 - (C) Suggestion
 - (D) Description
- 9 A couple have arrived at a restaurant with their five-year-old daughter. Which services would be most appropriate to meet their expectations?
- (A) High chair, child-minding facilities, plastic cutlery
 - (B) Children’s menu, activity placemat, prompt service
 - (C) Prompt service, wheelchair access, activity placemat
 - (D) Child minding facilities, wheelchair access, children’s menu
- 10 What is the primary function of an Occupational Health and Safety committee?
- (A) To help develop a safe working environment
 - (B) To report to WorkCover the need to replace protective equipment
 - (C) To enforce the employer’s health and safety policy in the workplace
 - (D) To implement safe work practice policies after an accident has occurred

- 11** Which is the most appropriate sequence to deal with a customer complaint?
- (A) Listen, acknowledge the complaint, respond, follow up
 - (B) Acknowledge the complaint, report, respond, follow up
 - (C) Listen, report, empathise with the customer, follow up
 - (D) Empathise with the customer, respond, confirm, follow up
- 12** Which of the following strategies must be implemented as part of safe food handling practices?
- (A) Educate staff on food service and catering.
 - (B) Implement occupational health and safety procedures.
 - (C) Promptly correct hazardous problems when they occur.
 - (D) Monitor and record each step of food production.
- 13** What authority does an Environmental Health Officer have in upholding the hygiene laws and regulations?
- (A) Right to enter premises, examine packaging and survey customers
 - (B) Right to close premises, check employer financial records and issue fines
 - (C) Right to close premises, take photographs and demand building alterations
 - (D) Right to enter premises, collect food samples and check holding temperatures
- 14** How does the ability to perform day-to-day activities in a number of hospitality sectors benefit an employee?
- (A) It maximises the use of human resources and minimises productivity.
 - (B) It improves communication between employees due to increased educational qualifications.
 - (C) It broadens industry knowledge and skills and may provide other job opportunities.
 - (D) It increases the interrelationship of functional areas and reduces staffing demands for the employer.
- 15** Which situation is generated by an *enterprise agreement*?
- (A) Set wages and working conditions for employers within their specific industry
 - (B) Minimum working conditions and pay rates for employees within their specific industry
 - (C) Greater flexibility to encourage higher productivity and strengthen ties with relevant unions
 - (D) Greater flexibility to encourage higher productivity and bring benefits to both employers and employees

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Hospitality Operations

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Centre Number

Section II

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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) List TWO personal presentation standards required of a hospitality employee.
- (i) **1**
- (ii) **1**
- (b) Explain the importance of maintaining these standards for the employer and the customer. **4**

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Question 17 (6 marks)

- (a) Name a common security risk for a hospitality establishment and describe a precaution that can be implemented to prevent this risk. **2**

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- (b) Discuss the implications of breaches in security for employers and employees. **4**

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Hospitality Operations

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Centre Number

Section II (continued)

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Student Number

Marks

Question 18 (6 marks)

- (a) Outline a duty and a responsibility of a hospitality entry level employee. **2**

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- (b) Explain the interrelationship of TWO hospitality functional areas. **4**

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Question 19 (9 marks)

(a) Define the term *environmental hygiene*. **1**

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(b) Outline TWO sources of food contamination caused by poor environmental hygiene.

(i) **1**

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(ii) **1**

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(c) Analyse ONE piece of legislation and the role that it plays in maintaining environmental hygiene standards in the workplace. **6**

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Hospitality Operations

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Centre Number

Section II (continued)

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Student Number

Question 20 (8 marks)

Please turn over

Question 20 (8 marks)

Following a customer complaint, you draft a memo to employees that:

8

- identifies the need for cultural awareness
- promotes strategies to ensure that all customers are valued and treated with respect
- names support services that are available.

Write your draft memo on the form provided.

MEMO

To: All staff
From: Lee Smith
Date: 10/11/02
Subject: Socially diverse customers and colleagues

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Question 20 continues on page 15

Question 20 (continued)

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End of Question 20

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Hospitality Operations

Section III

30 marks

Attempt Question 21

Attempt ONE other question from Questions 22–25

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)

Tourism and Hospitality is a major growth industry and will continue to expand rapidly beyond the year 2002. It is an industry which creates economic and employment opportunities throughout Australia and provides an exciting and worthwhile career.

W.R. GAVIN OAM, Chief Executive, Tourism Training Australia

With reference to current trends and practices, evaluate this statement and its predictions.

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)

Analyse the application of safe food handling practices including HACCP, from delivery through to service of ONE of the following foods.

- fresh, raw fish fillet
- fresh, raw chicken breast

OR

Question 23 — Accommodation Services (15 marks)

Analyse the contribution of manual and computer reservation systems to the efficient operation of a hospitality front office.

OR

Question 24 — Cross-functional Operations (15 marks)

Analyse how the professional attributes and procedures of housekeeping staff contribute to the experience of the guest.

OR

Question 25 — Food and Beverage Service and Kitchen Operations (15 marks)

In serving the menu below, propose and justify a range of Food and Beverage procedures that would provide quality service to the customers.

Function Menu

Assortment of sweet biscuits

Coffee – espresso, drip-filter

Freshly squeezed juice

Iced tea

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