



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

2004

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 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 9–14

35 marks

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

Section III Pages 15–16

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.

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 Which internal sources can be used to obtain correct telephone numbers?
 - (A) Corporate webpage, corporate directories, the receptionist
 - (B) Email address book, corporate directories, the receptionist
 - (C) Corporate webpage, business receptionist, Yellow/White pages
 - (D) Email address book, business receptionist, Yellow/White pages

- 2 Which of the following types of insurance is compulsory for employers to provide for their employees?
 - (A) Contents insurance
 - (B) Income protection
 - (C) Public liability
 - (D) Workers compensation

- 3 Which of the following provides the most reliable information on chemical safety requirements?
 - (A) Supervisor
 - (B) First Aid Officer
 - (C) Incident Report Book
 - (D) Material Safety Data Sheet

- 4 Which of the following is the best precaution to ensure general safety prior to cleaning floors?
 - (A) Wet-floor signs
 - (B) Protective clothing
 - (C) Chemicals to kill bacteria
 - (D) Detergents to remove grease

- 5 Which of the following will result in effective communication?
 - (A) Bias
 - (B) Empathy
 - (C) Ethnocentrism
 - (D) Stereotyping

- 6** Which statement best describes effective teamwork?
- (A) Working to achieve individually stated goals
 - (B) Working individually to achieve a stated goal
 - (C) Working collectively towards a common goal
 - (D) Working collectively to achieve individual goals
- 7** Which of the following is the best procedure to reduce stock damage during storage?
- (A) Stock is rotated every month.
 - (B) The storage space is sanitised.
 - (C) All packaging is opened to check quality.
 - (D) Heavy items are stacked on high shelves.
- 8** What is the most important reason to update your hospitality industry knowledge?
- (A) To improve self-esteem
 - (B) To converse with customers
 - (C) To develop communication skills
 - (D) To enhance quality of work performance
- 9** Which of the following may reduce common workplace injuries?
- (A) Poor maintenance
 - (B) Ergonomic equipment
 - (C) Inadequate lighting
 - (D) Unrealistic timeframes
- 10** Which of the following criteria are used to accurately check incoming stock?
- (A) Quantity, size, weight, quality
 - (B) Packaging, size, quality, freshness
 - (C) Packaging, temperature, odour, firmness
 - (D) Quantity, weight, freshness, airtight seals

- 11** Which of the following identifies the most reliable sources of information to update hospitality industry knowledge?
- (A) Industry associations and colleagues
 - (B) Corporate websites and customers
 - (C) Advertorials and seminars
 - (D) Industry journals and direct mail
- 12** Which of the following is the most appropriate method of preventing cross-contamination?
- (A) Drying hands with cloths
 - (B) Emptying garbage bins regularly
 - (C) Sanitising kitchen benches every hour
 - (D) Implementing regular cleaning practices
- 13** Which of the following sets of conditions enables dangerous food poisoning bacteria to multiply?
- (A) Moisture, time, low pH
 - (B) Food, time, high temperature
 - (C) Moisture, food, high pH
 - (D) Warmth, food, neutral pH
- 14** Which of the following are all legal issues that have an impact on the hospitality industry?
- (A) Duty of care, anti-discrimination, over-booking, pricing
 - (B) Anti-discrimination, consumer protection, tipping, confidentiality
 - (C) Tipping, over-booking, equal employment opportunity, confidentiality
 - (D) Workplace relations, duty of care, equal employment opportunity, consumer protection
- 15** In order to best complete tasks within a set timeframe, which set of organisational procedures should be followed?
- (A) Prioritising, time management, delegation, goal setting
 - (B) Prioritising, negotiation, problem solving, goal setting
 - (C) Prioritising, problem solving, goal setting, meeting individual and group needs
 - (D) Prioritising, time management, negotiation, meeting individual and group needs

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Hospitality

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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 (7 marks)

Legislation impacts on legal and ethical issues in the hospitality industry.

- (a) State ONE ethical and ONE legal issue which impact on a hospitality establishment. **2**

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- (b) Identify ONE piece of legislation and explain how it relates to the hospitality industry. **5**

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Question 17 (7 marks)

You have secured a position as a waiter at an international hotel.

- (a) State **THREE** ways a waiter can be an effective team member. **3**

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- (b) Outline **TWO** situations in which you, as a waiter, would work with colleagues from different key departments. **4**

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Question 18 (7 marks)

It is important to identify potential hygiene risks to ensure food safety.

- (a) Identify ONE personal hygiene risk and ONE environmental hygiene risk related to food safety. **2**

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- (b) Recommend personal and environmental hygiene strategies to ensure the safe preparation of a chicken sandwich. **5**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 19 (7 marks)

Describe the strategies a hotel storeroom manager would follow in receiving and storing stock to ensure safety and security if delivered products are found to be defective.

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Question 20 (7 marks)

A hotel establishment has received a number of complaints from both the kitchen and front-of-house staff in relation to cultural differences, personal presentation and inefficient work practices.

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Propose ways an establishment can overcome issues of complaint.

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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)

The communication media provide information about products and services in the hospitality industry which influences our day-to-day activities.

Assess the impact of communication media on Australians as consumers and employees within 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)

Select ONE of the following methods of cookery:

- deep frying
- grilling
- poaching
- roasting

Using a suitable food, identify and describe the procedures and principles involved in the mise en place, cooking and presentation to industry standards.

OR

Question 23 — Food and Beverage (15 marks)

A customer's selection of products and services will be influenced by the dining environment.

Discuss this statement with reference to the mise en place required in a food and beverage establishment.

OR

Question 24 — Accommodation Services (15 marks)

As an accommodation services employee you are required to meet the expectations of many different groups and individuals.

Describe how an establishment processes reservations and manages housekeeping tasks to ensure that these expectations are met.

End of paper