

2009 HSC Hospitality

Sample Answers

This document contains 'sample answers', or, in the case of some questions, 'answer may include'. These are developed by the examination committee for two purposes. The committee does this:

- (a) as part of the development of the examination paper to ensure the questions will effectively assess students' knowledge and skills, and
- (b) in order to provide some advice to the Supervisor of Marking about the nature and scope of the responses expected of students.

The 'sample answers' or similar advice, are not intended to be exemplary or even complete responses. They have been reproduced in their original form as part of the examination committee's 'working document'. While the handwritten notes have been typed for legibility, no further editorial change or addition has occurred.

Section II

Question 16 (a)

Suggested answers:

Types of storage areas:

- Stockroom
- Refrigerator
- Linen room/cupboard
- Stationery cupboard
- Housekeeper's office

Types of stock include:

- Food supplies (fish, poultry, dairy, vegetables)
- Food items other than those for a kitchen
- Non alcoholic beverages for bar, mini-bar, restaurant and shop
- Equipment such as maintenance and cleaning equipment and office equipment
- Linen including sheets, towels and table linen
- Stationery such as guest stationery and office supplies

Question 16 (b)

Suggested answers:

Characteristics of a suitable storage space for stock:

- Sanitised e.g. storage space must be kept clean, free from mould, vermin etc.
- Appropriate temperature e.g. temperature needs to be appropriate for the items stored. E.g. freezer temperature needs to be -18°C or below. Stationery store is room temperature, cool room 1°C – 4°C
- Secure. All stock must be protected from theft. Level of security depends on the type of stock stored. E.g. liquor store may be kept locked at all times except when authorized staff are in store area. However cool room for food items may only be locked at end of service period at closure of shift.
- Ventilated. Circulated air can assist with humidity control and remove dampness.

Question 17

Sample answer/Answers could include:

Hygiene risks associated with linen and garbage:

- Unsafe and environmentally unsound garbage, storage and disposal
- Inappropriate handling of potentially infectious linen.
- These can be controlled through:
 - Linen Control:
 - Including handling of potentially infectious linen, laundering of items
 - Use of gloves to handle contaminated linen
 - Linen contaminated with blood may need to be wrapped in plastic
 - Appropriate storage / handling of garbage:
 - Sharp objects eg. prawn tails should be wrapped
 - Tight fitting bin lids
 - Regular cleaning / sanitation
 - Regular removal so it does not overflow and attract vermin
 - Bins / receptacles need to be large enough for containing volume of work Generated by the establishment
 - Environmental hygiene risks can be minimised by:
 - Auditing staff skills and providing training
 - Ensuring policies and procedures are strictly followed
 - Audit of incidents with follow up

Hygiene risks may also be controlled by:

- Auditing staff skills and providing training
- Ensuring policies and procedures are followed strictly
- Audits of incidents with follow-up action

Question 18

Sample answer/Answers could include:

- Health and Safety procedures including:
 - Use of protective clothing and equipment
 - Manual handling
 - Safe work practices
 - Safe handling and storage of chemicals/poisons and dangerous materials
 - Hazard identification and control
 - Reasonable care of health and safety of others
 - Provision of information, instruction and training
 - Standard procedures and work practices

Question 19 (a)***Answers could include:***

- Work Cover
 - Provides information to work places to increase safety and reduce work-related injuries and diseases
 - Advises about return to work strategies for injured workers
 - Administers the Occupational Health & Safety Act 2000 (NSW) and the Workers Compensation Act 1987 (NSW)

Question 19 (b)***Answers could include:***

Employer responsibilities under the *Occupational Health and Safety Act 2000* (NSW):

- Maintain places of work under their control in a safe condition, and ensure safe entrances and exits
- Make arrangements to ensure the safe handling, storage and transport of plant and substances
- Provide and maintain systems of work and work environments that are safe and without risks to health.
- Provide information, instruction, training and supervision necessary to ensure the health and safety of employees
- Provide adequate facilities for the welfare of employees
- Must not require employees to pay for anything done or provided to meet specific requirements made under the Act or Regulation
- Must consult with employees about OHS matters to enable them to contribute to decisions affecting their health, safety and welfare
- Ensure the health and safety of visitors or people working who are not employees

Question 20

Suggested answer:

- Sources of current industry information include:
 - Media
 - Industry journals
 - Personal observations and experience
 - Reference books
 - Internet
 - Libraries
 - Information services
 - Colleagues, supervisors and managers
 - Industry contacts, mentor and advisors

- Accessing sources of current information is important as it enables the employee to:
 - Maintain professionalism eg knowledge of current legislation enables employee to work in a professional manner
 - Ensure quality service eg knowledge about current policies/procedures in the hospitality establishment enables employees to meet enterprise standards
 - Promote products and services eg knowledge of local events, performances, in-house facilities enables employees to effectively promote them thus work to a high standard
 - Provide information to guests relating to specific activities / tourist attractions

Section III

Question 21

Sample answer/Answers could include:

- Interpersonal skills:
 - Skills which employees use to enable them to communicate and interrelate effectively with others
 - Includes skills such as:
 - Personal presentation (dress, clean and tidy hair, clean hands and nails, attention to grooming, pleasant body odour, correct posture, attention to personal hygiene, clean uniform, deportment, etiquette)
 - Being polite, courteous and cooperative
 - Maintaining appropriate social distance
 - Attentiveness to the needs of others
 - Team work
 - Knowledge of other cultures
 - Active listening
 - How an employee implements these interpersonal skills demonstrates their professionalism in the workplace
 - Having good interpersonal skills will enable employees to know how and when to use communication and customer service skills effectively
- Communication skills:
 - Communication process with sender, receiver and feedback
 - Communication may be either verbal, non verbal or written
- Effective communication skills include:
 - Active listening
 - Questioning techniques eg. Closed, open, reflective questions
 - Appropriate body language
 - Language which is targeted to the audience (this must be – clear / correct / concise / courteous / directive / culturally sensitive / purposeful)
 - Effective communication techniques in relation to non verbal communication include:
 - understanding body language
 - interpreting subtext
 - gestures
 - standards of dress
 - communication which is culturally sensitive
 - Respect cultural differences
 - Media for communicating in writing (messages / electronic mail / internal memos / facsimilies / general correspondence / handwritten and printed material)

Question 21 (continued)

- Effective communication techniques in relation to non verbal communication include
 - Interpreting subtext
 - Understanding body language, personal space
 - Gestures
 - Standards of dress
 - Communication that is culturally sensitive
 - Media for communication in writing (messages/electronic mail, internal memos, facsimiles, general correspondence, handwritten and printed material)
 - Respect cultural differences
 - Effective communication techniques in relation to verbal and non verbal communications
 - Effective communication promotes good will, personal satisfaction builds respect and rapport and helps create a team orientated environment
- Customer service skills:
 - Skills which enable employees to provide quality service for the customer, ensuring the product or service meets customer expectations
 - Customer service skills include:
 - meeting customer requirements
 - handling customer requests and complaints
 - developing a rapport
 - promoting suitable products and services
 - Knowledge of the following may also assist employees
 - Product knowledge
 - Complaint handling skills
 - Contribution of staff behaviour to quality customer service
 - Importance of quality customer service to hospitality industry

Question 22

Sample answer/Answers could include:

- Hazard Analysis and Critical Control Points (HACCP) is a food safety program which is commonly used in the food and hospitality industry to ensure food production methods are safe, hygienic and comply with food regulations and legislation.
- Importance of food safety procedures in food production
- Critical control points in the production of food
 - Purchasing, delivery, storage
 - Preparation and cooking
 - Cooling and storage
 - Holding and display
 - Service
- Hazards involved in food handling, production, production storage and service
- Food safety procedures
 - Cleaning and sanitation
 - Equipment cleaning and maintenance
 - Maintenance of personal hygiene
 - Handwashing regimes
 - Appropriate clothing and footwear
- Organise and prepare
 - Cleaning and sanitising of equipment
 - Knowledge of how to correctly select ingredients
 - Hygienic storage of food (dairy, meat, seafood, poultry)
- Present Food
 - Selection criteria for crockery – undamaged and clean
 - Maintain a high standard of personal and work related hygiene procedures

Question 22 (continued)

Chicken Example

1. Purchasing delivery, storage of chicken
 - Reputable supplier
 - Store at 1–4°C
 - Avoid cross contamination
2. Preparation and cooking
 - Avoid cross contamination
 - Personal hygiene of food handler
 - Food safety procedures
 - Limit time in danger zone
3. Cooling and storage
 - Cool quickly to limit time in danger zone
 - Store 1–4°C
 - Label, date cooked chicken, limited shelf life
 - Internal temp must be >75°C to destroy bacteria (salmonella)
4. Holding and Display
 - Serve immediately at appropriate temperature, hold food out of danger zone > 60°C
 - Hold cooked chicken for short time eg $\leq 60^\circ\text{C}$
 - Hold cooked chicken for short time eg ≤ 90 min then dispose
 - Hygiene of food handler
5. Service
 - Hot food served hot

Implications of failure to observe food safety policies and procedures including

- Litigation
- Fines
- Loss of business
- Food poisoning of customers

Question 23

Sample answer/Answers could include:

- Definition and general features of an a la carte restaurant.
- Description of flow of service and why it is necessary for efficient functioning and good customer service
- Identification of each stage of the flow of service and explain the relationship between them noting the implications/consequences that occur if that stage is not completed satisfactorily.

Flow of Service

- Meet and greet guests
- Offer and suggestive sell
- Take food order
- Transfer food order to kitchen
- Correct the covers
- Serve first course
- Clear first course
- Serve additional starter courses
- Call away main course
- Serve main course
- Clear main course
- Take dessert or cheese order
- Serve dessert
- Take coffee/tea orders and serve
- Prepare and present customers account on request
- Process payment
- Farewell customers

Question 24

Sample answer/Answers could include:

- Procedures to deal with reservations made by a variety of methods including:
 - Phone
 - Facsimile
 - Mail
 - Face-to-face
 - Internet
- Procedures to follow when dealing with each including:
 - Telephone techniques to use when dealing with phone requests
 - Facsimile confirmations
 - Letter confirming reservations
 - Bookings made direct with hotel (face-to-face)
 - Internet booking confirmations
- Basic information required to be able to check availability:
 - Guest name
 - Date of arrival/date of departure (length of stay)
 - Number of people traveling

Learning experiences for the HSC must address:

- Record basic information:
 - Name
 - Length of stay
 - Number of guests
 - Type of room
 - Market segment
- Obtaining additional information
- Systems in place to ensure special requests are recorded and acted upon prior to guest arrival
- Types of special requests and need for specific details including:
- Information to be supplied and confirmed to guest:
- System for filing of reservations and associated documentation:
- Sending documents to guests upon request:
- Recording of any advance deposit payments received prior to guest arrival
- Recording of any notification of prepayments
- Handling cancellations
- Compiling and distributing reports to relevant department in order for all necessary work to be completed prior to arrivals