



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

2010

**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 20 minutes for this section

Section II Pages 9–17

35 marks

- Attempt Questions 16–20
- Allow about 50 minutes for this section

Section III Page 19

15 marks

- Attempt Question 21
- Allow about 25 minutes for this section

Section IV Page 20

15 marks

- Attempt ONE question from Questions 22–24
- Allow about 25 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

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

- 1 In a large hotel, who is responsible for organising menus, ordering stock, and managing staff?
 - (A) Head chef
 - (B) Sous chef
 - (C) Kitchen hand
 - (D) Chef de partie

- 2 A housekeeping supervisor tells an employee to put extra towels in a guest room.

In which part of the communication process would the employee indicate whether they have understood the instruction?

 - (A) Sending
 - (B) Message
 - (C) Feedback
 - (D) Receiving

- 3 In relation to the storage of food, to what does the term *first in first out* (FIFO) refer?
 - (A) Expiry dates
 - (B) Stock rotation
 - (C) Temperature zones
 - (D) Packaging requirements

- 4 Which type of question requires examination of existing knowledge before giving a thoughtful response?
 - (A) Open
 - (B) Closed
 - (C) Reflective
 - (D) Rhetorical

- 5 Which of the following lists contains THREE examples of environmental hygiene risks?
- (A) Open cuts, vermin, poor work practices
 - (B) Poor garbage storage, dust, not washing hands
 - (C) Irregular cleaning, vermin, poor garbage storage
 - (D) Not washing hands, open cuts, poor work practices
- 6 Which sectors of the hospitality industry are being used when a tourist stays overnight in a hotel, consults a tourist brochure and attends the theatre?
- (A) Accommodation, gaming, tourism services
 - (B) Accommodation, visitor information, entertainment
 - (C) Meetings and events, food and beverage, entertainment
 - (D) Meetings and events, tourism services, food and beverage
- 7 What are THREE characteristics of effective verbal communication?
- (A) Active listening, personal space, courteous tone
 - (B) Suitable language, clear voice, appropriate body language
 - (C) Good questioning techniques, active listening, clear voice
 - (D) Courteous tone, audible volume, appropriate body language
- 8 A hospitality employee has spilt a cleaning chemical on the floor.
- Which document should the employee consult to ensure correct safety procedures are followed?
- (A) A risk assessment
 - (B) A cleaning schedule
 - (C) A maintenance policy
 - (D) A material safety data sheet
- 9 Which type of food poisoning bacteria causes the symptoms of constipation, double vision, headaches and paralysis?
- (A) Salmonella
 - (B) Clostridium botulism
 - (C) Staphylococcus aureus
 - (D) Clostridium perfringens

10 In the workplace both employers and employees have responsibilities under the *Occupational Health and Safety Act 2000* (NSW).

Which of the following is a specific responsibility of an employer?

- (A) To not disrupt the workplace by creating false health or safety fears
- (B) To provide and maintain systems of work that are safe without risks
- (C) To take reasonable care of the health and safety of themselves and others
- (D) To not interfere with or misuse things provided for the health, safety or welfare of persons at work

11 Which document provides guidance on conduct and acceptable ways of complying with standards in the workplace?

- (A) An act
- (B) A policy
- (C) A regulation
- (D) A code of practice

12 What is the conflict resolution outcome that promotes the concept of win-win?

- (A) The issue is resolved to the satisfaction of both parties.
- (B) The issue is resolved quickly to maintain workplace morale.
- (C) The issue is resolved to accommodate the most aggrieved person.
- (D) The issue is resolved in favour of the employer to prevent conflict spreading.

13 An organisation creates an Occupational Health and Safety committee when

- (A) there are 20 or more employees.
- (B) WorkCover requests an inspection of the premises.
- (C) the organisation receives a direction from the local council.
- (D) the employer establishes one in consultation with employees.

- 14** What piece of legislation has been enacted to ensure the fair treatment of customers and employees?
- (A) *Trade Practices Act 1974* (Cth)
 - (B) *Anti-Discrimination Act 1977* (NSW)
 - (C) *Equal Employment Opportunity Act 1987* (Cth)
 - (D) *Occupational Health and Safety Act 2000* (NSW)
- 15** Which list contains principles of Hazard Analysis Critical Control Points (HACCP) in the correct sequence?
- (A) Conduct a hazard analysis, establish corrective action, establish critical limits
 - (B) Establish corrective action, determine critical control points, establish critical limits
 - (C) Establish monitoring procedures, establish record keeping, conduct a hazard analysis
 - (D) Determine critical control points, establish critical limits, establish monitoring procedures

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Hospitality

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Centre Number

Section II

35 marks

Attempt Questions 16–20

Allow about 50 minutes for this section

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Student Number

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 16 (6 marks)

- (a) What is the function of the front office in a large hotel? 2

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- (b) Describe the interrelationship of TWO of the following departments in a large hotel. 4

- Housekeeping
- Human resources
- Food and beverage

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Centre Number

Section II (continued)

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Student Number

Question 17 (7 marks)

- (a) Define the term *cross-contamination*. Provide an example to support your answer. **2**

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- (b) Explain how hygiene procedures can prevent cross-contamination in the hospitality industry. **5**

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Question 18 (7 marks)

- (a) Outline how job function and Occupational Health and Safety issues influence personal presentation standards in the workplace. **3**

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- (b) Describe factors influencing customer needs and expectations in the hospitality industry. **4**

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Centre Number

Section II (continued)

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Student Number

Question 19 (7 marks)

Explain how safe work practices and procedures prevent breaches of health, safety and security in the workplace. Use appropriate industry examples to support your answer.

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Hospitality

Section III

15 marks

Attempt Question 21

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

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

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
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Question 21 (15 marks)

Justify the importance of implementing environmentally sustainable work practices in the hospitality industry when using:

- materials
- energy
- equipment and associated consumables.

Please turn over

Section IV

15 marks

Attempt ONE question from Questions 22–24

Allow about 25 minutes for this section

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

Question 22 — Commercial Cookery (15 marks)

- (a) Describe the mise en place activities carried out in a commercial kitchen. **5**
- (b) Analyse the importance for customers and colleagues of workflow in the preparation of food items in the hospitality industry. In your answer, provide industry examples. **10**

OR

Question 23 — Food and Beverage (15 marks)

- (a) Describe the information that food and beverage attendants may be required to provide to customers. **5**
- (b) Analyse the procedures required for the preparation and service of non-alcoholic beverages to ensure customer satisfaction. In your answer, refer to TWO non-alcoholic beverages, one of which is served hot. **10**

OR

Question 24 — Accommodation Services (15 marks)

- (a) Describe the information that should be supplied and confirmed to guests when making a room booking. **5**
- (b) Analyse the procedures required to service a check-out room in a large hotel. In your answer, provide industry examples. **10**

End of paper