



2010 HSC Hospitality Sample Answers

This document contains ‘sample answers’, or, in the case of some questions, ‘answers could 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 answers or responses. As they are part of the examination committee’s ‘working document’, they may contain typographical errors, omissions, or only some of the possible correct answers.

Section II

Question 16 (a)

Sample answer/Answers could include:

The main function of the front office desk is to manage room bookings. This includes:

- taking reservations
- checking guests in and out of a hotel
- answering guest enquiries
- cashiering
- night auditing

Question 16 (b)

Sample answer/Answers could include:

Housekeeping needs to interact with food and beverage to:

- order minibar stock
- advise of room service trays to be collected from rooms
- advise when linen order is ready

Eg - When cleaning rooms, room service trays that are still in the guest room need to be collected by food and beverage and taken to the kitchen.

Food and Beverage needs to interact with housekeeping to:

- organise cleaning of restaurant
- order linen for restaurant and functions
- order uniforms

Eg : If windows in restaurant need cleaning contact housekeeping to negotiate a suitable time to have the windows cleaned

Food and beverage needs to interact with human resources to:

- advise of staff required
- advise of staff training required
- advise of any issues with staff

Eg: If food and beverage need new staff they will contact human resources and advise them of what is required.

Human resources need to interact with food and beverage to:

- advise of training identified for food and beverage
- advise of short list of applicants for job position
- advise of when they will be conducting performance appraisals

Eg: After recruiting staff human resources will advise food and beverage of a short list of applicants so they can consult to select the most suitable applicant.

Question 17 (a)***Sample answer/Answers could include:***

- Cross-contamination is the transfer of microorganisms from a contaminated food/area/people to uncontaminated food/area/people
- For example, when raw meat is transferred to vegetables when both items are prepared on the same chopping board without washing the board or knife between tasks.

Question 17 (b)***Sample answer/Answers could include:***

- Knowledge of hygienic work practices and procedures including:
 - personal hygiene
 - safe and hygienic handling of food and beverages
 - suitable dress and personal protective equipment and clothing
 - safe handling and disposal of linen and laundry
 - appropriate handling and disposal of garbage
 - cleaning and sanitising
 - follow the workplace/organisation's food safety program.
- Washing your hands with an appropriate hand soap/sanitizer under hot water then rinsing them then drying them with paper towel will remove germs.
- Storing foods correctly below 5°C out of the temperature danger zone will prevent the growth of bacteria in the food product. For example, raw chicken should be stored in the refrigerator/cool-room below 5°C on a covered tray on a shelf below cooked foods, to prevent dripping of juices and therefore the spread of bacteria.
- All equipment and utensils should be cleaned and sanitised to remove dirt and bacteria. If equipment is not sanitised, bacteria will be transferred to the next foodstuff prepared – therefore causing contamination and increasing the risk of food poisoning.

Question 18 (a)***Sample answer/Answers could include:***

Personal presentation required in the workplace:

- personal hygiene/grooming
- posture
- clothing/uniform/footwear
- etiquette

An awareness of the workplace/organisation influences on personal presentation standards:

- job function
- OHS issues

- Job function influences personal presentation standards as depending on the type of task being performed various personal presentation standards may be required. A front office receptionist may be required to have higher standards of grooming and wear a business suit as they are the initial contact guests have with a hotel. They should reflect the image of the establishment and leave guests with a positive impression. However, a room attendant may be required to wear more casual attire such as a cleaning uniform as they are back of house staff.
- Occupational Health and Safety standards influence personal presentation standards by ensuring that employees present themselves in a way that is safe. For example, a chef may be required to wear closed-in leather shoes to prevent injuries from knives, and a room attendant may be required to wear specific personal protective equipment such as goggles when cleaning with caustic chemicals.

Question 18 (b)***Sample answer/Answers could include:***

Factors influencing needs and expectations include:

- social
- cultural
- religious
- economic
- health
- age
- personality
- personal interests
- likes and dislikes
- available time
- perceptions

Economic factors influence a customer's needs and expectations, for example, a backpacker on holiday has a limited budget so they would expect to be staying in budget accommodation with limited space and facilities. However, tourist staying in a five-star hotel would expect a high quality of service and surroundings. Both of these tourists have the same need of a clean place to sleep, but have very different expectations of the quality of service provided.

Health influences customer needs and expectations as a person of poor health may require pharmacy facilities, accommodation that is easily accessible with a lift, or seating in a restaurant that is near a bathroom. They may expect that the establishment would do their best to accommodate their needs. Health may also affect dietary needs, for example, a customer may need a gluten-free meal and expect that the establishment supply the necessary food items and for wait staff to have knowledge and understanding of the dietary need.

Age affects needs and expectations. An elderly customer may need to have accommodation that is accessible by lift and expect that the establishment will have lifts and other facilities for the elderly, such as soft foods on the menu. While younger guests may expect a hotel to have a nightclub, bar and a range of outdoor facilities. The younger guest does not necessarily need these aspects; however, an elderly person may need lift access due to impaired mobility.

Question 19

Sample answer/Answers could include:

Breaches in Health, Safety and Security include:

- strange and suspicious persons
- broken or malfunctioning equipment
- damaged property or fittings
- lack of suitable signage when required
- lack of training on health and safety issues
- unsafe work practices
- loss of keys
- loss of property, goods or materials
- unauthorised access to:
 - confidential files
 - computer systems
 - documents

Safe work practices and procedures include:

- OHS induction training
- selection, use and maintenance of personal protective equipment
- selection of appropriate tools for the task
- correct use, maintenance and storage of tools and equipment
- correct manual handling, application, labelling and storage of hazardous and non-hazardous materials
- safe posture (sitting, standing, bending and lifting)
- correct manual handling (lifting and transferring)
- location and use of safety alarms and emergency exits

- correct use of fire fighting equipment
- hazard identification and risk control
- access to first aid kits
- procedures to follow in the event of an emergency
- effective communication and teamwork
- adherence to work instructions, workplace organisation policies and procedures
- housekeeping/clean up procedures, including waste disposal with proper consideration of OHS and the environment

Breach in Health Safety and Security: Broken or malfunctioning equipment

There are a number of safe work practices and procedures that could be implemented to prevent this breach in health, safety and security. Such strategies include:

- OHS induction training to make sure staff know how to correctly and safely operate the equipment
- Selection of appropriate tools for the task – make sure staff know the types of equipment and their function so that the correct tool is selected for a task which will prevent equipment being damaged by using it for a task it was not designed for. For example, a vacuum cleaner would not be used to clean a wet area as this will damage the motor.
- Correct use, maintenance and storage of tools and equipment. Staff should know how to correctly use, maintain and store equipment to keep it in good working order to prevent it from becoming damaged.

Question 20

Sample answer/Answers could include:

Barriers to effective communication may include:

- lack of empathy
- negative subtext
- gender issues
- individual differences
- inconsistency
- emotions
- physical barriers eg noise
- inattention
- pressure of time

Misunderstanding regarding roles may relate to colleagues and customers understanding of job descriptions and organisation structures in various key departments in a hotel including:

- housekeeping
- front office
- food production
- food and beverage
- maintenance
- human resources

Prejudice and intolerance may relate to:

- standards of dress
- cultural issues
- age
- socioeconomic status

Barriers to communication, misunderstandings regarding roles and prejudice and intolerance may contribute to potential conflict in various ways. For example, if a restaurant is very busy and noisy a waitperson may not be able to easily hear and understand a customer order and may write it down incorrectly. This may lead to potential conflict as the customer may receive a wrong order. Similarly, conflict may arise between the chef and waitperson, as the chef has to remake the customer's order.

Potential conflict may arise from a misunderstanding of roles between two colleagues resulting in confusion and the task not being done. For example, a housekeeping attendant may think that it is not their job to remove the rubbish from a guest room, while their supervisor has the expectation that this task would be done by the room attendant. Conflict arises over this misunderstanding and also because the room is not cleaned correctly. When roles are clearly discussed and defined, potential conflict will not occur.

Prejudice and intolerance can lead to potential conflict with customers and colleagues if each has preconceived ideas about the other. For example, a front office receptionist may display prejudice and intolerance towards a hotel guest with tattoos and a nose ring and make assumptions based on their appearance. Conflict may arise if the receptionist then talks down to the customer or treats them differently from a customer who is more conventionally dressed.

Section III

Question 21

Sample answer/Answer could include:

Awareness of the potential environmental threat of types of resources commonly used in the hospitality industry:

- Material – paper, plastic, hazardous materials
- Energy
- Equipment and associated consumables

Environmental Sustainability: Environmental sustainability is the notion of working in a manner which endeavours to reduce the negative impact that work practices have on the environment. It aims to safe-guard the environment for future generations.

It is important to use environmentally sustainable work practices when using materials, energy and related consumables as these three resources have a potential negative impact on the environment when used.

MATERIALS

Materials (includes paper, plastic, hazardous materials)

- paper placed as landfill – creates methane as it breaks down. Methane contributes to global warming.
- plastic when not disposed of through recycling easily ends up in rivers and oceans. Many plastics are toxic and non-biodegradable therefore remain in the environment for hundreds of years. Burning plastic produces toxins into the atmosphere eg carbon dioxide and methane contribute to greenhouse gases. Plastic also ends up as landfill.

- Hazardous materials, for example cleaning agents and chemicals. Many are toxic and harmful to humans and environment. Incorrect disposal of such materials, for example pouring toxic cleaning agents down the sink, pollutes waterways.

The hospitality industry uses many materials in the daily running of hotels, for example:

Paper – guest stationery, administration, menus, napkins

Plastic – kitchen, bathroom products, furniture, fittings

Hazardous materials – housekeeping – cleaning agents.

Therefore it is evident that the use of materials has a potential negative impact on the environment. Therefore it is imperative that environmentally sustainable work practices are used in the hospitality industry.

Environmentally Sustainable Work Practices with regards to materials include:

- Waste minimisation
- Recycling of paper, plastic products
- Use of biodegradable and non-toxic materials, for example, eco-friendly cleaning products, buy products in bulk to prevent use of lots of bags
- Removal and disposal of non-reusable materials in a sensible manner – where it is unavoidable to use toxic/hazardous cleaning products use professional companies to remove products (i.e. oil company to remove deep frying oil).

ENERGY

Hospitality organisations, for example hotels and resorts, have large energy requirements such as electricity, LPG gas and petroleum products such as oils and fuels. It is important to use energy efficiently due to the cost of energy production on the environment. Coal power plants create electricity, which is a major contributor to greenhouse gas emissions in Australia. The use and production of oil and petrol products also has negative effects on the environment such as oil spills in transportation of oil. These contribute to climate change.

Therefore it is evident that the use of energy has a potential negative impact on the environment. Therefore it is imperative that environmentally sustainable work practices are used in the Hospitality Industry.

Environmentally Sustainable Work Practices with regards to energy include:

- Efficient use of energy – for example, energy-efficient lighting and equipment.
 - Use of energy rating or specification sheets to select appliances with low energy use
 - Implement work routines that are energy efficient; for example, regular maintenance checks of equipment
 - Motion sensors in guest areas for lighting
 - Turn off lights and equipment when not in use
- Look for opportunities to use alternative forms of energy such as solar power to heat hotel pool, skylights in public areas to minimise electric light
- Efficient building design to enhance use of natural light, and increase cross-ventilation to limit the need for air conditioning.

EQUIPMENT AND ASSOCIATED CONSUMABLES

Equipment needs to be maintained in optimum working order to ensure that it is energy efficient and to reduce pollution. An example would be to have a regular maintenance schedule, eg. cleaning and maintaining the coffee machine to ensure no blockages therefore using the minimum amount of energy during use.

Consumables include items that are used in the daily running of hospitality organisations and include items such as water, food and cooking oils. The hospitality industry uses thousands of gallons of water every day. Inefficient use of water through leaking taps, watering gardens during the day, running dishwashers half full is costly to the organisation and uses a lot of water. Cooking oil pollutes waterways and affects marine life when poured down the sink. Food wastage and waste in general occurs through inefficient ordering systems and creates landfill if not recycled. The use of printer cartridges and paper associated with the running of the establishment will create additional waste and landfill. The chemicals in the cartridges can leach out into the soil and waterways, therefore becoming an environmental hazard.

Therefore it is evident that the use of equipment and related consumables has a potential negative impact on the environment. Therefore it is imperative that environmentally sustainable work practices are used in the Hospitality Industry.

Environmentally Sustainable Work Practices with regards to equipment and consumables include:

Water:

- Recycle where possible; for example, the use of grey water for toilets and the garden.
- Minimise use of water – ie efficient uses of resources through:
 - watersaving showerheads in hotel rooms and automatic cut-off taps for sinks for hand washing and dishwashing in staff areas
 - water efficient dishwashers in kitchen and laundry
 - dual flush toilet
 - guests can choose how often their sheets and towels are washed by using a courtesy card in room

Food/ Cooking Oils

- Removal and disposal of non-reusable materials in a responsible manner; for example, professionals to collect cooking oils which can then be recycled into soap, power generators to produce electricity.
- Waste minimisation
 - accurate measurements and calculations of food in menus when ordering.
 - buy sustainable fish, grow herbs, recycle food waste.

Printer cartridges and paper

- The recycling or refilling of printer ink cartridges and the correct disposal once used
- Recycling or reuse of printed paper materials, purchase recycled unbleached paper to reduce landfill.
- Waste minimisation
 - use of electronic documents rather than hard copies
 - websites instead of printing brochures

Section IV

Question 22 (a)

Sample answer/Answer could include:

Mise en place is a French word that means everything in its place.

In a commercial kitchen *mise en place* activities include:

- ordering ingredients
- correct selection of recipe
- selection of required ingredients
- weighing and measuring
- selection and preparation of equipment
- preparation of ingredients

Question 22 (b)

Sample answer:

Features of effective workflow management include:

- logical sequence
- time efficient
- planning and organisation
- time constraints
- cooperation

Acknowledgement of the effect poor workflow has on:

- colleagues
- customers

Preparation of food items may include:

- butters
- roux
- concasse
- chopped herbs eg parsley
- duxelles
- croutons
- bouquet garni
- marinades
- batters and coatings
- garnishes
- sauces
- meat, poultry, seafood
- fruits and vegetables
- dairy products

Sample answer:

Effective workflow is made up of several elements which include: logical sequence, time efficiency, planning and organisation, time constraints and cooperation.

It is important to work in a logical sequence in the commercial kitchen so that all menu items (entrée, main, dessert) are prepared on time and to industry standards. If tasks are not sequenced correctly this can have a negative effect on both customers and colleagues by

preventing menu items from being of an appropriate standard to prevent customer dissatisfaction. Poor sequencing of tasks may also lead to stress for colleagues, as menu items may not be ready by the required time. For example, if the sauce has not been prepared first it may not be ready when plating other components of the main meal.

Time efficiency is important so that tasks are completed at a set time. Food can be prepared for customers in an appropriate time frame so they are not left waiting for lengthy periods for their meal.

Planning and organisation is important because it requires the chef to detail their workflow and organise which tasks need to be done first, and which last. For example, when making tomato concasse it is important to get all the equipment out before you start (fry pan, chopping board, knife, bowl, saucepan) so that when making the product you are not looking for an item. Planning and organisation also relates to the overall running of the kitchen and menu organisation.

Time constraints are important because chefs need to know how much time they have to prepare a menu item. Time constraints may be affected by customer expectations and needs. For example, a customer going to the opera may need an early and quick dinner service.

Cooperation is important between colleagues in the kitchen when preparing order. If someone is running behind, their colleagues may need to help out in order to ensure menu items are prepared in the correct sequence to ensure meals are plated correctly and in a timely manner for customers. If colleagues work cooperatively, you will have a more efficient and productive work environment. Customers will ultimately receive a higher quality of service and be more satisfied with the service they receive.

Question 23 (a)

Sample answer:

The type of information required by customers may include:

- describing and recommending menu items
 - menu choices and options
 - knowledge of ingredients in menu items and possible substitution
- food and non-alcoholic beverage items available
 - recommendations for complementary selections
- specials
 - including details of ingredients and preparation techniques
- location of customer facilities
 - toilets, cloakroom, smoking area
 - ability to give specific directions to customers
- information of local area
 - general information on the local area to assist customer with activities after meal service

Question 23 (b)***Sample answer:***

Drinks chosen could include:

| <i>HOT</i> | <i>COLD</i> |
|--------------------------------|---|
| Tea Coffee Hot Chocolate | Milkshakes Smoothies Iced chocolate Juices, including freshly squeezed Mocktails Frappes Iced coffee Flavoured milks Soft drinks Health drinks |

Knowledge of the characteristics of non-alcoholic beverages include:

- ingredients
- origin (where appropriate)
- utensils and equipment
- preparation procedures
 - use of recipe cards
 - storage requirements for commodities
 - ingredients required
 - equipment required
 - final presentation method to be used
- appropriate temperature
- appropriate service ware
- safe and hygiene work practices
- associated culinary terms
- common problems and solutions
- waste minimisation techniques

Mise en place required for the preparation and serving of non-alcoholic beverages

- knowledge of a range of non-alcoholic beverages available
- identification and selection of appropriate glassware or crockery
- preparation and maintenance of equipment
- set up for work station
- ensuring ample stock requirements for a range of non-alcoholic beverages being prepared
- preparation of garnishes

Question 24 (a)***Sample answer:***

Types of information to be supplied and confirmed to guests include:

- room rate
- guaranteed booking procedures
- enterprise check-in time
- enterprise release time
- cost for additional services
- acceptable methods of payments and procedures including policy for:
 - cash on arrival
 - establishing line of credit
 - payment by cheque
 - credit cards accepted by enterprise

Question 24 (b)***Sample answer:***

- Understanding and the use of housekeeping terminology for room status including:
 - Check-out
- Standard operating procedures for each type of room status
- Knowledge of protocols for entering guest rooms including:
 - checking room status on room attendant duty sheet
 - knocking on door
 - announcing department
 - knocking on door again
 - slowly entering guest room
 - maintain security of guest room during servicing
- Initial procedures in preparation for room cleaning including:
 - confirming room status on duty sheet
 - turning off all lights
 - opening drapes
 - putting toilet cleaner in toilet
 - removal of rubbish
 - returning items/equipment to their correct position and set up

- Knowledge of appropriate sequence for servicing of rooms:
 - initial procedures
 - bed making
 - dusting and polishing
 - cleaning of bathroom
 - replenishing of room supplies
 - vacuuming
 - final procedures

- Points to remember when serving a guest room including:
 - clean in one direction
 - clean from top down
 - clean from further point out
 - check for damage, maintenance required and lost property
 - use correct equipment and cleaning agents for surface

- Standard operating procedures to clean a range of furniture, fixtures and fittings in a typical guest room including:
 - floor surface
 - mirror
 - glassware
 - bathroom fittings
 - wardrobe
 - soft furnishings
 - desk
 - light fitting
 - telephone
 - television
 - refrigerator
 - shelving

- An awareness of situations that may be considered unusual or suspicious, including:
 - “do not disturb” for long period of time
 - unusual items visible during servicing

- An awareness of the differences in handling valuable and non-valuable guest items