



2011 Hospitality HSC Examination 'Sample Answers'

When examination committees develop questions for the examination, they may write 'sample answers' or, in the case of some questions, 'answers could include'. The committees do this to ensure that the questions will effectively assess students' knowledge and skills.

This material is also provided to the Supervisor of Marking, to give some guidance about the nature and scope of the responses the committee expected students would produce. How sample answers are used at marking centres varies. Sample answers may be used extensively and even modified at the marking centre OR they may be considered only briefly at the beginning of marking. In a few cases, the sample answers may not be used at all at marking.

The Board publishes this information to assist in understanding how the marking guidelines were implemented.

The 'sample answers' or similar advice contained in this document 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)

Answers could include:

Work Environment

- Poor/inadequate lighting
- Inadequate amenities
- Inadequate equipment
- Lack of storage and/or shelving
- Poor housekeeping
- Wet or slippery floors
- Fire, chemical and electrical hazards
- Damaged floor coverings
- Falling objects
- Noise

Human Factors

- Stress
- Violence/bullying
- Playing practical jokes
- Fatigue
- Failure to follow procedures
- Lack of training or experience
- Lack of supervision
- Carelessness
- Poor personal health/hygiene
- Using wrong techniques/procedures
- Ignoring safety rules/signs
- Taking short cuts
- Knowingly using unsafe tools/equipment

Question 16 (b)

Sample answer:

For example, a risk management plan for a housekeeping employee mopping the hotel foyer.

1. The risk assessment strategy would be to identify the hazard: spilt water
2. Assess associated risks: customers may slip on the water and fall
3. Control the risk: mop up spill and put a wet floor sign in place
4. Review the control measure: check the floor to determine that the water has been mopped and that the sign is in place while the floor is drying.

Answers could include:

Risk management

1. Identify hazards
2. Assess associated risks
3. Use appropriate control measures to eliminate or minimise risks
4. Monitor and review the control measures.

Question 17 (a)
Sample answer:

Eating naturally poisonous foods is another cause of food poisoning. This may include eating green potatoes or wild mushrooms. Both of these foods contain toxins which makes a person sick. Another cause of food poisoning is eating spoiled foods. This includes drinking milk which has gone off, or meat which has developed a green slime. Changes in a food's smell, texture and colour are indicators of food spoilage. When foods are spoiled due to bacteria (for example green slime on meat) they will cause food poisoning. Leaving food in the danger zone (5–60°C) will provide the right temperature conditions for bacteria to grow, which when eaten in large quantities can make people sick. Similarly, storing foods near cleaning chemicals will make a person sick if the chemical comes in contact with the food. In addition, cross-contamination is another cause of food poisoning. Cross-contamination involves the transfer of bacteria from one food source to another. When this occurs, from raw meat coming in contact with cooked meat, food poisoning can occur.

Question 17 (b)
Sample answer:

There are a number of similarities and differences in the symptoms of food poisoning caused by salmonella and clostridium botulism. Both of these bacteria produce symptoms such as vomiting, diarrhoea and nausea. Differences relate to the time of onset of the symptoms. Salmonella takes 1–8 hours, whilst clostridium botulism takes 2–7 days. Clostridium botulism is generally considered to be more severe as it can cause difficulties in breathing, swallowing and impaired speech and sight. Unlike salmonella, clostridium botulism can also cause death. Salmonella is unlikely to cause death in the general population, excluding infants, pregnant women, the elderly and people with a compromised immune system.

Answers could include:

<i>Symptoms of Salmonella</i>	<i>Symptoms of Clostridium Botulism</i>
<ul style="list-style-type: none"> • Time of onset 1–8 hours • Nausea • Diarrhoea • Vomiting • Severe stomach cramps • Generally not fatal 	<ul style="list-style-type: none"> • Time of onset 2–7 days • Digestive difficulties and constipation • Difficulties breathing and swallowing (paralysis) • Impaired speech and sight • Headaches • Fatigue • Nausea • Vomiting • Can result in death

Question 18 (a)***Sample answer:***

When dealing with a customer complaint it is important that you listen carefully in order to establish the details of the complaint and acknowledge the customer so they feel that they are really being heard. By listening carefully you will be able to establish the exact problem and determine an appropriate solution. It is essential to then implement this solution in order to gain customer satisfaction. You should keep a record of the complaint, process undertaken and solution.

Answers could include:

Procedures for handling customer complaints:

- listen
- acknowledge
- identify nature of problem
- identify and agree on an acceptable solution
- action
- record
- follow-up to maximise customer satisfaction

Question 18 (b)***Sample answer:***

Active listening occurs when both parties involved in a conversation participate fully in the discussion by listening, asking questions, seeking clarification and responding to questions or points of view put forward.

If an employee uses active listening when dealing with a complaint they will be able to establish the details of the complaint more quickly and accurately therefore they can respond more effectively to the complaint and seek out a solution that will satisfy the customer. By using active listening, an employee can seek clarification of points/issues from the customer and this will allow the customer to feel included in the development of a solution. Active listening will also allow both the customer and the employee to develop a deeper understanding of the complaint from all points of view, thus promoting a win-win solution.

Question 19 (a)***Sample answer:***

A hospitality organisation may need to contact a range of information and support services including government agencies such as Tourism Australia or a tourist information centre who may provide information about tourist activities for customers. You may contact an interpreter service if you are unable to communicate with a particular client. A concierge may need to contact local restaurants to make bookings for clients. Colleagues within an organisation may be able to assist when dealing with customers from similar backgrounds. Diplomatic or consular services may be accessed if international guests lose passports or need assistance whilst on holiday. All of these examples will allow an organisation to provide a high level of customer service that meets the customers' needs.

Answers could include:

Sources of information and support services available to assist in the provision of effective customer service including:

- internal services
 - specialist staff
 - staff from diverse backgrounds
- external services
 - government agencies
 - interpreter services
 - diplomatic services
 - local cultural organisations
 - educational institutions
 - disability advocacy groups
- reference materials
 - internet
 - library

Question 19 (b)***Sample answer:***

There are a number of good customer service practices that an employee could use to meet the needs of customers from diverse cultural backgrounds. Employees must show tolerance of people's different values and beliefs, rather than making judgements. For example, an employee should not make judgements or show prejudice towards a guest if they are wearing cultural or religious dress. Using appropriate gestures and body language such as avoiding prolonged eye contact when dealing with Asian customers or pointing with the whole hand rather than individual fingers helps to prevent misunderstandings with customers from different backgrounds. In addition, resolving misunderstandings quickly will also ensure good customer service as the issue is promptly explained to the customer and a solution found, thus not allowing the issue to become bigger than it is.

Answers could include:

Establishing good customer service practices including:

- tolerance of people's differing beliefs and values
- prompt response to resolve misunderstandings
- efficient communication in language that is understood by all parties
- friendly and courteous manner
- appropriate gestures and body language

Question 20

Sample answer:

There are a variety of measurement techniques available to monitor the use of resources in the Hospitality Industry. These techniques are important as they enable organisations to track how much of a resource they are using and find ways to minimise resource use.

Physically examining resources used in the work area is an example of one measurement technique. A hospitality organisation can measure its resource usage by examining the amount of resources that they purchase and use. When ordering and receiving stock an organisation may use a spreadsheet to monitor the quantities used and length of time taken to use the supplies. Similarly, employees may be asked to sign out stock when used or follow a checklist; for example when re-stocking housekeeping supplies. This would allow the organisation to ensure that all stock is accounted for and not misplaced or wasted.

Answers could include:

Techniques to collect and measure information regarding workplace/organisation resource consumption include:

- Examining resources in work area
- Examining invoices from suppliers
- Examining/monitoring and evaluating information and data
- Measuring resources usage under different conditions.

An awareness of electronic and manual tools available to measure and document resource use include:

- Checklists
- Databases
- Spreadsheets
- Graphs
- Stock control tools
- Software

Section III

Question 21

Sample answer:

Organisational hygiene procedures help ensure the health and safety of customers and colleagues when preparing food as these procedures ensure that a certain level of hygiene is held by all food-handling staff eg washing hands before preparing food. Training of staff in the correct hygiene procedures, such as storage of food, cleaning and sanitation, ensures that food is prepared safely and that customers will not get sick through cross-contamination or other hygiene risks.

The Food Act helps ensure the health and safety of customers and colleagues because it sets out a minimum standard of hygiene requirements that must be followed or else penalties will occur. Should an organisation or employee be found to not comply with the Food Act then they can face fines or imprisonment. This protects the consumer as food handlers are required to prepare food in a safe and hygienic manner and environment.

The food standards ensure the health and safety of customers because they explicitly outline food safety and hygiene requirements, eg standard 3 provides information regarding the

health and hygiene requirements of food handlers as well as their general skill and knowledge. Hence all food businesses in Australia are legally required to ensure that their staff know how to correctly handle, prepare and store food. This prevents customers getting sick and ensures the business or food handler is not prosecuted or fined under the law.

Answers could include:

- Organisational hygiene procedures
 - personal hygiene eg handwashing
 - safe and hygienic handling of food and beverages
 - correct food storage
 - suitable dress and personal protective equipment/clothing
 - appropriate handling and disposal of garbage
 - cleaning and sanitising
 - following organisation's food safety program eg HACCP
- *Food Act 2003* (NSW)
Covers all areas of food production; main aims include:
 - ensure food for sale is both safe and suitable for human consumption
 - prevent misleading conduct in connection with the sale of food
 - provide for the application in NSW of the Food Standards Code eg food intending to be sold must not be handled in a manner that could result in it being unsafe; can't sell food that is known to be unsafe; outlines the role and responsibilities of food safety auditors.
- Food Safety Standards for Australia
 - these come from chapter three of the Australian and New Zealand Food Standards Code
 - there are four food safety standards which require businesses to follow food safety practices and use food premises and food transport vehicles that meet specified requirements
 - the four standards include:
 1. Interpretation and application
Explains the main terms used within the food safety standards eg the meaning of safe and suitable food.
 2. Food safety programs
Based on the principle that the best way to keep food safe is to control the hazards that can arise during the production, manufacturing and handling of food; therefore certain food businesses (such as catering operations) must have a food safety program.
HACCP is a commonly used food safety program that aims to identify hazards and risks in the preparation of food and either eliminate or control them.
 3. Food safety practices and general requirements
Sets out specific food-handling requirements related to the receipt, storage, processing, display, packaging, transportation, disposal of food.
Requirements also relate to the skills and knowledge of food handlers and suppliers, health and hygiene of food handlers and cleaning and sanitising of and maintenance of the food premises and equipment within the premises.
 4. Food premises and equipment
Outlines the requirements for food premises, fixtures, fittings, equipment and food transport vehicles.

Section IV

Question 22 (a)

Sample answer:

Utensils are small hand-held tools used in the commercial kitchen such as a whisk or a chef knife. Mechanical equipment differs from utensils in that while some mechanical equipment may be hand held (such as an electric beater) it has a mechanical component that utensils don't have. Examples of mechanical equipment include a meat slicer and a toaster. A fixed piece of equipment may contain mechanical parts (and hence differs from a utensil) but is larger than the equipment classified as mechanical and tends to be fixed to a spot in the commercial kitchen and is not able to be moved. Items such as this include the stove and a fridge.

Question 22 (b)

Sample answer:

Waste minimisation is an important aspect of commercial cookery. It involves a number of principles including:

1. Correct portion control – when portion control principles are applied to a menu, food is not wasted as each guest receives the same amount of food.
2. Correct storage, handling and preparation of foodstuffs – to minimise wastage all food- stuffs would need to be stored correctly; for example cold store products should be refrigerated at 1–4°C, or considering cross-contamination and FIFO principles. Foods are handled correctly when the food handler washes their hands prior to food preparation tasks. Similarly food is prepared correctly when temperature zones, cross-contamination and food poisoning concepts are considered.
3. Use of offcuts – offcuts created through techniques such as precision cutting and can be used in stocks or sauces. For example potato offcuts from macedoining potato for a salad can be used for mashed potato.
4. Accurate measurements and calculations – correctly measuring ingredients prevents mistakes hence food is not discarded due to error.
5. Recycling – placing food scraps in composts and recycling materials such as plastic are examples of waste-minimisation techniques. This includes using recyclable products.
6. Resource efficiency – turning off appliances when not in use, for example running stoves on pilot.

Question 22 (c)

Sample answer:

Braising

Braising is when food is slowly cooked in liquid in a heatproof vessel with a tight-fitting lid. The ingredients are in large pieces and the liquid comes halfway up the ingredients during cooking. The liquid used is the accompanying sauce. If vegetables are used, the liquid is not usually made into sauce due to the strong flavour produced by the vegetables in the cooking process.

Suitable foods

Suitable foods for braising include:

- Meat – lamb, beef, pork and furred game are suitable. Tough and coarse meat braise well, as does topside, flank, rump, round, shoulder and neck
- Offal – oxtail, heart and sweetbreads
- Poultry and feather game – chicken, duck, pheasant and guinea fowl
- Vegetables – celery, fennel, witlof, leek, lettuce, cabbage and onion (vegetables need to be blanched prior to cooking, using the braising method, to leach out any acidity)

Characteristics of braised food

- Food retains colour
- Braising softens all texture and breaks down the connective tissues in meat
- Vegetables are soft and very tender
- Larding improves flavour and moisture content in braised foods

Utensils and equipment

The braising pan is called a braisière. This is a heavy, thick-sided pan with a tight-fitting lid. The thickness of the enamelled cast iron enables the pan to hold heat. The pan should suit the size of the food being cooked (not too big or too small). Other equipment used includes sauté pans used to seal the meat, ladles and chinois to prepare the sauce.

Procedures for braising

- Braised dishes are prepared in the oven or on the stove on low heat.
- Firstly, the vegetables are blanched before cooking. A mirepoix is usually the basis of braising as it lifts the meat from the base of the pan to improve the flavour and add colour to the meat and sauce.
- The meat is sealed in hot fat/oil to retain the meat juices. This method of sealing provides the colour and flavour to the base sauce.
- The process of braising is very slow and this tenderises the meat and allows the interchange of flavours from the meat and the liquid. The change that occurs in the cooking process is similar to a filtering process. The external temperature forces the meat juices away from the heat source towards the centre of the meat. When the centre of the meat is hot, the juices release excess water as vapour. This process helps the breakdown of the connective tissue in meat and enables the juices to enter the cooking liquid, giving it flavour.
- The temperature for braising is 180–200°C for meat and 140–160°C for vegetables. To test if food is cooked, use a skewer; if it can be pushed in with little resistance, the food is cooked.
- If the liquid is too thin it can be thickened by reduction, or with a starch (such as cornflour). If the sauce is too thick, adding more stock will improve consistency.
- The use of thick, good-quality oven gloves will prevent injury when removing the braising pan from the stove or the oven.

Safe and hygienic work practices for braising

- Follow correct personal hygiene rules prior to cooking
- Ensure cleaning of cooking utensils and containers
- Use a vessel appropriate to size of the recipe
- Use appropriate heat-proof gloves when removing braising pan from the stove
- Remember to be careful when lifting or transporting the braising pan

- Beware of removing lids from a braising pan as steam burns. Therefore ensure the lid can be moved away from the body

Suitable recipes

Suitable recipes for braising include:

- Cajun braised lamb shanks
- Braised pork chops with fresh tomato soup
- Braised steak and onions
- Braised chicken with fennel and white beans

Question 23 (a)

Sample answer:

Table d'hôte service refers to a menu style, which literally means 'table of the host'. The menu has a set number of courses, with limited or no choice within each course and a set price. Dishes on a table d'hôte menu are often prepared and ready for service at a set time. The table setting reflects the dishes served on the menu. This style of menu differs from a bistro, as it is a more formal style of service. A bistro service offers less expensive menus, often offering ethnic or specialised cookery methods. It is usually used in pubs and clubs as it is a quick service method and can serve a large number of people.

Question 23 (b)

Sample answer:

Ambience is the atmosphere, mood, character or feel of an establishment.

Environmental factors that affect the ambience of a hospitality environment include:

- Lighting: creates the mood for the dining experiences. Candles create an intimate atmosphere, while bright lights are more suitable for a less formal, fast food establishment.
- Room temperature: This is important to ensure that the dining experience is relaxed and comfortable. If the room is too hot, it becomes uncomfortable and stuffy. Hence ventilation and cooling are necessary conditions in summer.
- Music: Soft music is suitable for most dining areas as it creates ambience, while still allowing customers to hear conversation. Music is often dependent on the theme or style of the restaurant as some restaurants may have loud music to attract a particular type of clientele.
- Floral and other decorations: These should suit the establishment and the customers' needs should be taken into consideration in the choice. They should not be intrusive so that they block the customers' view across the table. They should be below the eye level of seated guests. Flowers should not have strong scent as this may overpower the food.
- Privacy: Tables should be placed far enough apart to ensure privacy and to enable wait staff to move freely between the tables and not bump the customer. Tables should also not be placed too close to bathrooms and service doors.
- Background noise: Customers should not be disturbed by noise from the kitchen, loud staff. Tables for two generally prefer not to be placed next to large tables as they may become noisy. Similarly the main entrance to the restaurant is often a noisy position for tables to be placed.

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

Procedures to follow when taking orders.

After giving guests their menus, you should approach the table within a reasonable time and enquire if they are ready to order or need any assistance in meal selection. Stand at the head of the table to maintain eye contact, only move around the table if it is very large or in a very noisy position.

Traditionally, where there is a host, the waiter should take the order from the right of the host and work in an anticlockwise direction around the table, ladies first and finishing with the host. The establishment may have an alternative policy. The establishment may use a numbering system to identify guests' positions on the table. The order-taking process is a vital aspect of service, as only the waiter taking the order knows exactly what each guest has ordered. If guests are ordering from the à la carte menu, the waiter should take the order for the first course (soup or entrée) and main course and then move onto the next guest. If guests were ordering from a table d'hôte menu, the waiter would usually take the order for all the courses before moving on to the next guest. If special requests are made, such as cooking degree for steak, record this information beside the order. After completing all of the orders review the order with the guests to make absolutely sure that you have recorded the details of the order correctly.

The menus are then collected and at the sideboard the docket is organised for the kitchen, bar and cashier. The waiter should take the order on a rough copy so that meals for guests can be identified in each course. On rough copies, the table number and the number of covers must be indicated. Abbreviations can be used, such as 'MR' for medium-rare steak. If a customer has not ordered a course from the menu then place a line through the box for the order or leave it blank. Rough copies can also be used for food and beverage orders.

The docket should be accurate, clear, concise and legible when presented to the kitchen to ensure the preparation of correct meals in the kitchen. When the meal is correctly ordered and prepared by the kitchen staff then there is likely to be a high level of guest satisfaction with the restaurant and the likelihood of return business.

Always check orders with customers before leaving the table to make certain that you have correctly recorded all items from each person. In addition, manual orders should always be checked against the rough copy taken at the table. This checks the order is correct before it is passed on to the kitchen. The docket is also used to check the order is correct when collected from the kitchen.

Computerised orders should also be checked with the guests before you leave the table, and before you send them to the kitchen. It is also important to check the plated meals against the order before taking any meals to the table.

Inaccurate orders or problems with reading the writing on the order can lead to the preparation of incorrect meals in kitchen. This will then affect guests' overall satisfaction with the meal and the establishment.

Special requests including dietary or cultural requirements are important to customers. Some customers are allergic to foods such as peanuts, shellfish, milk and eggs, to name a few. These foods may cause severe reactions when eaten. Many people also have adverse reactions to foods, which include rashes and swelling of the skin, migraines and headaches. Other customers may not be allergic or intolerant to foods but simply have a preference not to eat them, such as not liking to eat spinach.

Many religious or cultural beliefs have associated food preparation rules that need to be adhered to by the kitchen staff for enjoyment of the meal.

Many customers have dietary needs that the wait staff should be aware of as conversations on choice are made from the menu. Often help is requested in the selection of appropriate food from the menu. All wait staff should have an in-depth knowledge of each item of the menu. This is gained through discussions with the chef or actually trialling the dishes on the menu.

Question 24 (a)

Sample answer:

Suggestive selling involves providing information regarding additional services and products to a customer. It may also be known as add on or complementary selling. Up selling differs from suggestive selling in that it involves advising customers of information on alternative products and services that may result in the customer taking a more expensive product, which might have benefits to both the customer and the workplace.

Question 24 (b)

Sample answer:

Special requests such as late check out need to be communicated from the front office to the housekeeping department. This will prevent the housekeeping staff from entering a room to clean it when the customers are still there. Special needs such as those relating to family events or celebrations such as a wedding anniversary may be communicated to the concierge to get their assistance in finding a venue (such as a restaurant) for the celebration. Information on the style of customer (such as a VIP) must be communicated to all areas of the establishment to ensure that the guest is identified and an extra level of service is provided for them.

Answers could include:

There is a variety of information that should be communicated to other departments regarding customer requirements. These include information relating to:

- Special requests
- Timing details
- Special needs
- Payment arrangements
- Information of a style of customer – for example a special interest group or VIP
- Details of other services being used.

Relevant departments include: Concierge, Housekeeping, Food and Beverage, Sales and Marketing.

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

The safe and secure storage of documents, especially those containing guest information, is essential to the hospitality industry. Systems and procedures must be developed to maintain the confidentiality of guest details. Common principles should be followed in developing an establishment's procedures.

Guest information can include personal details such as addresses, phone numbers and credit card numbers. Guests expect that this information will remain private and not accessed for any other purpose.

In order to protect guest information a combination of paper and electronic systems can be used. Guests are able to check information by viewing a printed copy while staff are more likely to use electronic formats.

Awareness of confidentiality and privacy issues should be considered at each stage of the processing of information. Ready access to information needs to be balanced against maintaining confidentiality. Files may be stored manually eg filing cabinet which may be lockable. Electronic files should be backed up regularly and systems protected by passwords are commonly used. Centralised systems as well as those maintained by the establishment provide a backup that is offsite which protects the information eg in the event of a fire or system malfunction.

Storage of guest information on a removable disk is not recommended. If this is necessary, storing the disk in a secure location is advisable.

Information transmitted electronically is especially vulnerable. For highly confidential documents alternative methods of transmission are recommended unless the necessary computer security safeguards are in place to ensure the intended receiver is the only recipient. There are many examples of highly sensitive information that has leaked out when 'reply to all' was selected instead of replying to the intended receiver.

All employees should be made aware of the establishment's privacy policies. Following such policies also protects the integrity of the establishment.

Answers could include:

- Creation and indexing of new files
- Backups
- Retrieval and movement of documents
- Updating files
- Location of filing systems (centralised and decentralised)
- Authorised access to hard copy/electronic files
- Enterprise privacy policy
- Confidentiality