



2012
**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Hospitality

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
Black pen is preferred
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11, 13 and 15

Total marks – 80

Section I Pages 2–5

15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II Pages 9–15

35 marks

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

Section III Page 17

15 marks

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

Section IV Pages 18–19

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** Which department in a hotel has primary responsibility for ensuring that a vacant room is ready for the next guest?

 - (A) Front office
 - (B) Maintenance
 - (C) Housekeeping
 - (D) Human resources

- 2** What are TWO essential pieces of information that are required by emergency services attending an accident at a workplace?

 - (A) Nature of injuries, location
 - (B) Nature of incident, name of local doctor
 - (C) Contact name, family emergency contact number
 - (D) Nearest cross-street, injured person's years of employment

- 3** Employees in the hospitality industry must comply with various acts and codes.

Which of the following most accurately describes an *act*?

 - (A) Guidelines followed by businesses
 - (B) Legislation that is set by parliament
 - (C) Regulations that are endorsed by unions
 - (D) Standards implemented by the local council

- 4** Tom's employment is not guaranteed and he has no sick leave.

Which term best describes this type of employment?

- (A) Casual
- (B) Contract
- (C) Full-time
- (D) Part-time

- 5** Sally is a barista who attended a one-day workshop on coffee art at a local coffee school.

What is Sally's attendance at the workshop an example of?

- (A) Staff inservice
- (B) In-house training
- (C) Multi-skill training
- (D) Performance review

- 6** What is the correct method for lifting a heavy item?

- (A) Firmly place feet together, bend knees, lift
- (B) Bend knees, hold item away from the body, lift
- (C) Stand with feet shoulder-width apart, bend knees, lift
- (D) Place feet where comfortable, hold item away from body, lift

- 7** A group of food and beverage employees meet together to plan and organise their daily work routine.

What is this an example of?

- (A) Teamwork
- (B) Management
- (C) Strategic review
- (D) Performance assessment

- 8** Assuming that each is stored correctly, which of the following foods has the longest storage life?
- (A) Fresh milk
 - (B) Watermelon
 - (C) Hard cheese
 - (D) Cooked chicken
- 9** Which area of personal presentation is most likely to be affected by an employee's role?
- (A) Attitude
 - (B) Etiquette
 - (C) Grooming
 - (D) Posture
- 10** Which of the following outlines the requirements for food transport vehicles?
- (A) Food Regulations
 - (B) Food Safety Plan
 - (C) *Food Act 2003* (NSW)
 - (D) Food Safety Standards
- 11** According to the *Smoke Free Environment Act 2000* (NSW) in which environment IS smoking allowed?
- (A) An indoor café
 - (B) A bedroom in a motel
 - (C) The lobby of a five star hotel
 - (D) A club with gaming machines

- 12** Which of the following is an example of a naturally poisonous food?
- (A) Cooked rice
 - (B) Uncooked beef
 - (C) Green potatoes
 - (D) Oyster mushrooms
- 13** A restaurant manager tracks the quantity of fruit and vegetables purchased against the amount consumed by guests throughout the year.
- Why does the manager do this?
- (A) To review product quality
 - (B) To compare purchasing costs
 - (C) To measure resource efficiency
 - (D) To implement a pricing procedure
- 14** Which bacteria trigger symptoms similar to salmonella and are usually found in soil, vermin and raw meat?
- (A) Listeria
 - (B) Camphylobacteria
 - (C) Clostridium botulinum
 - (D) Staphylococcus aureus
- 15** In the hospitality industry, which of the following practices will most likely reflect all three concepts of the Reduce, Reuse, Recycle campaign?
- (A) Buying bulk packs of detergent
 - (B) Using energy-efficient lighting
 - (C) Installing water-saving shower heads
 - (D) Sorting waste according to various end uses

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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 (4 marks)

- (a) Outline how an employee should respond when confronted with an armed hold-up or robbery. 2

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- (b) Explain how broken or malfunctioning equipment may lead to a breach in security. 2

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Question 17 (6 marks)

- (a) Provide TWO examples of how the *Privacy Act 1988* (Cth) applies to the work of the receptionist in a front office. **2**

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- (b) For an employee in the hospitality industry, explain ONE ethical issue that may arise for each of the following.

- (i) Receiving gifts and services free of charge **2**

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- (ii) Tipping **2**

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Centre Number

Section II (continued)

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Student Number

Question 18 (9 marks)

- (a) Identify TWO criteria for the selection of personal protective equipment (PPE). 2

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- (b) Justify the PPE required for housekeeping attendants during their daily work routines. 3

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- (c) How can employers and employees meet their responsibilities in regard to PPE? 4

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Hospitality

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Centre Number

Section II (continued)

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Student Number

Question 19 (8 marks)

- (a) Describe the different types of teams in hospitality organisations. 3

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- (b) Evaluate the contribution of teamwork to the smooth running of a hospitality organisation. 5

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Section II (continued)

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Student Number

Why are personal hygiene risks and environmental hygiene risks areas of concern in the hospitality industry? In your answer, provide industry examples.

8

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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
-

Question 21 (15 marks)

Analyse how an employee's awareness of the elements of cultural diversity can influence his/her interactions with colleagues and customers when working in the hospitality industry.

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)

Sam is a chef who works in a large commercial kitchen in an à la carte restaurant. Sam is responsible for the deep frying of foods for service and has a range of duties including cleaning, mise en place and cooking.

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|-----|--|----------|
| (a) | Why should Sam consult a Material Safety Data Sheet when carrying out cleaning duties? | 3 |
| (b) | Explain the relationship between Sam's cleaning duties and the quality of service provided by a commercial kitchen. | 4 |
| (c) | Explain how Sam would become aware of, and overcome any problems that may arise when deep-frying. In your answer, provide industry examples. | 8 |

OR

Question 23 — Food and Beverage (15 marks)

Alex is a waiter in a fine dining restaurant and has a range of duties including cleaning, mise en place and processing of customer accounts.

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| (a) | Why should Alex consult a Material Safety Data Sheet when carrying out cleaning duties? | 3 |
| (b) | Explain the relationship between Alex's cleaning duties and the quality of service provided by a fine dining restaurant. | 4 |
| (c) | Explain what Alex must consider when processing customer accounts. In your answer, provide industry examples. | 8 |

OR

Question 24 — Accommodation Services (15 marks)

Jo is a housekeeping attendant who works in a large hotel and has a range of duties including cleaning of guest rooms, refreshing room supplies and making beds.

- (a) Why should Jo consult a Material Safety Data Sheet when carrying out cleaning duties? **3**
- (b) Explain the relationship between Jo's cleaning duties and the quality of service provided by a hotel. **4**
- (c) Explain the operational procedures that Jo must carry out when making guest beds. In your answer, provide industry examples. **8**

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