

BOARD OF STUDIES
NEW SOUTH WALES

2001 HSC Specimen Paper

Hospitality Operations

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Hospitality Operations

(240 indicative hours)

(Tourism and Hospitality Curriculum Framework)

This booklet contains the specimen examination paper for the 2001 Higher School Certificate examination in the 240-hour VET course in Hospitality Operations.

The specimen paper shows the format of the New HSC examination. It has been printed on A4 paper and side-stapled, to make it convenient for use in schools. Actual examination papers will be produced as A4 booklets. All New HSC papers will be printed on white paper.

The 2001 HSC specimen papers have been produced in accordance with the Board's *Principles for Setting HSC Examinations in a Standards-Referenced Framework*, published in Board Bulletin Volume 8 Number 9 (Nov/Dec 99).

The specimen paper as a whole is structured to allow for appropriate differentiation of student performance. The format of the paper allows students to gain a clear understanding of what they are required to do in each question, and in working through the paper. Instructions have been standardised and the demands of the questions have been made explicit. Key words in questions, such as 'discuss', 'analyse', and 'explain', have been used consistently in accordance with the glossary published in the Board's *Assessment Support Document*.

The examinations in the 240-hour VET courses are optional, but required of students who wish this subject to contribute towards a University Admission Index. Students who sit for the examination will receive a statement of HSC outcomes in the same form as for other Board determined HSC courses.

This specimen paper is an example of the type of examination that could be prepared within the examination specifications for the 240-hour VET course in Hospitality Operations. The range and balance of outcomes tested in the HSC examinations in 2001 and subsequent years may differ from those addressed in this specimen paper. Questions are based on:

- the units of competency identified for examination;
- the minimum prescribed learning contained in the Higher School Certificate requirements for each specified unit of competency;
- the associated key competencies.

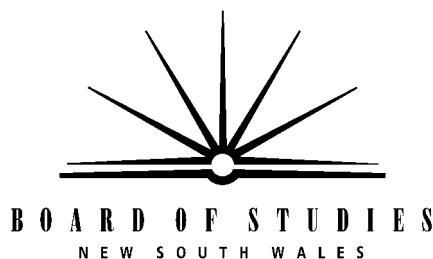
There are a number of points to note in considering the Hospitality Operations specimen examination paper:

- All VET examination papers conform to a common examination framework:
 - Section I – multiple-choice items (15 marks)

- Section II – short response items (35 marks)
- Section III – extended response items (30 marks)

The examination is a 2-hour written paper. A total of 80 marks is shown on the examination paper. The total marks gained by a student on the paper are then converted to a mark out of 100.

- The number of questions in Section II may vary from year to year, however marks in this section will always total 35.
- In Section III of the Hospitality paper students must attempt two questions. The first question in Section III is compulsory. There are four other questions, one on each of the four strands. Students must attempt one of these questions as well as the compulsory question.
- A rubric indicating general criteria for judging performance has been placed at the beginning of Section III to clearly indicate the factors that will be used to assess responses to the question(s). These criteria are in addition to criteria specific to each question.
- For the purposes of the specimen papers only, there are some questions that appear in more than one of the VET specimen examinations. For the 2001 and subsequent HSC examinations, the papers will have no questions in common.



Sample marking guidelines for Hospitality Operations

The following marking guidelines have been developed for selected questions from the 2001 HSC Specimen Examination in Hospitality Operations. These guidelines indicate the approach that would be taken to marking questions.

For each question, the following are typically included:

1. The units of competency that are targeted by the question.
2. The assessment rubric from the specimen paper, where there is one, listing the set of general criteria that are used to assess responses.
3. The marking guidelines, which show the criteria to be applied to responses along with the marks to be awarded in line with the quality of the responses. For extended-response questions, performance is described at a number of levels of performance, each covering a range of marks.
4. A sample answer or some points that answers might include. Sample answers indicate the scope and depth of treatment expected, and are not intended to be prescriptive. Similarly, the points that could be included in answers are not intended to be an exhaustive list, but rather an indication of the considerations that students could include in their responses.

Marking guidelines will generally require some refinement at the Marking Centre to take account of unanticipated responses that students present. For essay-type questions, the standard described at each mark range will be made clear during pilot-marking by the selection of sample scripts.

In a standards-referenced framework, examination questions are closely linked to syllabus content and outcomes. Expectations of the question are to be clear in the wording of the question. Marking guidelines will be developed at the same time as the examination questions, by examination committees. The development of marking guidelines will be guided by the Board's *Principles for Developing Marking Guidelines Examinations in a Standards-Referenced Framework*, published in Board Bulletin Volume 9 Number 3 (May 2000).

Sample Marking Guidelines – Hospitality Operations

Question 17 (8 marks)

Marks

Identify a functional area of a hospitality establishment in which you completed work placement.

(a) Name a job title related to the functional area.

1

Related Units of Competency: THHCO01A

MARKING GUIDELINES

Criteria	Marks
• Job title stated that is appropriately related to the functional area identified	1

Answers could include:

- Functional areas such as front office, housekeeping, food and beverage service, food production, clubs and gaming

(b) List TWO duties performed in this job.

2

Related Units of Competency: THHCO01A

MARKING GUIDELINES

Criteria	Marks
• Lists TWO duties	2
• Lists ONE duty	1

(c) Identify TWO potential workplace accidents that could occur in this job.

2

Related Units of Competency: THHCO01A THHCOR03A

MARKING GUIDELINES

Criteria	Marks
• Identifies TWO potential workplace accidents	2
• Identifies ONE potential workplace accident	1

Answers could include:

Two potential workplace accidents could relate to

- kitchen fire
- safe lifting, sitting and handling
- security of equipment and people

- (d) Propose THREE measures that could be taken to prevent or minimise the risk of ONE of the accidents identified in (c). **3**

Related Units of Competency: THHCO01A THHCOR03A

MARKING GUIDELINES

Criteria	Marks
• Proposes THREE measures related to ONE of the accidents described in (c)	3
• Proposes TWO measures related to ONE of the accidents described in (c)	2
• Proposes ONE measure	1

Sample answer:

In an accident where an employee in a kitchen is burned or cut, measures could be taken to prevent or minimise the risk including:

- training and instruction in the proper and safe use of kitchen equipment
- adequate signage to alert employees to potential risks
- ensuring that equipment is in good working order

Question 24 – Cross Functional Operations (15 marks)

In a large hospitality enterprise, occupational health and safety (OH&S) legislation covers functional areas as diverse as kitchen operations, housekeeping, and food and beverage service.

Discuss the implications of OH&S legislation for both employers and employees in such an enterprise, and propose a communication strategy that employers could use to raise awareness of employees about issues of occupational health and safety.

In this section you will be assessed on how well you:

- demonstrate knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Related Units of Competency: THHCOR03A, THHGHS01A, THHHCO01A

MARKING GUIDELINES

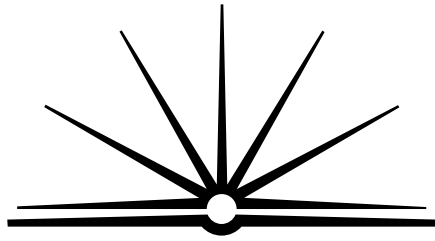
Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates an extensive knowledge and understanding of occupational health and safety issues arising out of OH&S legislation within the hospitality industry, and provides a detailed discussion of the implications for employers and employees • Puts forward a relevant and practicable communication strategy, supported by a range of appropriate examples, and justifies this as an effective strategy to raise employee awareness of occupational health and safety within the hospitality industry • Communicates ideas and information using correct industry terminology in a well-reasoned, cohesive discussion, using appropriate workplace examples 	13 – 15
<ul style="list-style-type: none"> • Demonstrates a sound knowledge and understanding of occupational health and safety issues arising out of OH&S legislation within the hospitality industry and discusses the implications for employers and employees • Identifies a communication strategy, supported by some examples, and justifies this as an effective strategy to raise employee awareness of occupational health and safety within the hospitality industry • Communicates ideas and information using some correct industry terminology in a reasoned discussion, using some workplace examples 	10 – 12
<ul style="list-style-type: none"> • Demonstrates a good knowledge and understanding of occupational health and safety issues within the hospitality industry and discusses some implications for employers and employees • Discusses how communication strategies can be used to raise employee awareness of occupational health and safety within the hospitality industry and may make some attempt to justify these strategies by citing a relevant example • Communicates ideas and information with a limited use of industry terminology in a brief discussion, using a workplace example 	7 – 9
<ul style="list-style-type: none"> • Demonstrates a basic knowledge of occupational health and safety issues within the hospitality industry and identifies some implications for employers or employees • Broadly outlines how communication strategies can be used to raise employee awareness of occupational health and safety within the hospitality industry • Broadly communicates ideas and information using limited industry terminology and an example from the hospitality industry 	4 – 6

<ul style="list-style-type: none">• Demonstrates a limited knowledge of occupational health and safety issues within the hospitality industry and makes some reference to the implications for either employers and employees• Makes some reference to a communication strategy to raise employee awareness of occupational health and safety within hospitality industry• Communicates ideas using some basic industry terminology	1 – 3
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Answers could include:

Strategies and their associated issues include:

- Formation of an OH & S Committee and the appointment of OH & S Officers
- Hospitality enterprise policy and procedures and legislative requirements relating to hospitality workplace activities could be explained in written reports and discussed
- The specific nature of the hospitality industry could be discussed with employees
- Oral presentations and posters can indicate the reasons for a safe, clean workplace, following company procedures
- Internal and external training programs can indicate the responsibilities and duties of employees, including working safely, not endangering others, handling dangerous substances, safe handling of food and beverages
- The use, and reasons for use, of personal protective clothing can be practically demonstrated
- Safety signs/symbols can be identified by posters, and the correct procedures for manual handling can be explained in oral or written presentations
- Workplace hazards can be listed, and the procedures for reporting hazards can be incorporated in a training program
- All safety requirements in using kitchen equipment need to be demonstrated
- Emergency and evacuation procedures need to be listed, signed and practiced



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

2001
HIGHER SCHOOL CERTIFICATE
SPECIMEN EXAMINATION

Hospitality Operations

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Board-approved calculators may be used
- Write using blue or black pen
- Write your Centre Number and Student Number at the top of page 7

Section I Pages 2 – 6

Total marks **(15)**

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

Section II Pages 7 – 10

Total marks **(35)**

- Attempt Questions 16 – 20
- Allow about 45 minutes for this section

Section III Pages 11 – 12

Total marks **(30)**

- Attempt Question 21
- Attempt ONE question from Questions 22 – 25
- Allow about 1 hour for this section

Section I

Total marks (15)

Attempt Questions 1 – 15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet.

Select the alternative A, B, C or D that best answers the question. Fill in the response oval completely.

Sample $2 + 4 =$ (A) 2 (B) 6 (C) 8 (D) 9
 A B C D

If you think you have made a mistake, put a cross through the incorrect answer and fill in the new answer.

A B C D

If you change your mind and have crossed out what you consider to be the correct answer, then indicate this by writing the word *correct* and drawing an arrow as follows:

A B ^{*correct*} C D

- 1** Tom has returned to his job in the hospitality industry following a year's leave taken to care for his children. Tom fails to gain a promotion for a job he wants. He is informed that the firm prefers to promote single people, as they are more committed to their work.

Which form of discrimination may Tom have experienced?

- (A) Indirect discrimination on the basis of gender
 - (B) Indirect discrimination on the basis of marital status
 - (C) Direct discrimination on the basis of gender
 - (D) Direct discrimination on the basis of marital status
- 2** The Food Act 1989 states that Environmental Health Officers have the power to exercise which of the following?
- (A) Right of entry, power of inspection, closing down of a property
 - (B) Right of entry, power of inspection, checking the owner's financial records
 - (C) Right of entry, checking the owner's financial records, fining the owner
 - (D) Checking the owner's financial records, fining the owner, closing down of a property
- 3** Which of the following is the most effective way for hospitality workers to communicate with the public?
- (A) Speaking at a moderate pace, using slang and industry jargon
 - (B) Speaking at a moderate pace, using correct grammar and avoiding industry jargon
 - (C) Speaking quickly, using slang and industry jargon
 - (D) Speaking quickly, using correct grammar and avoiding industry jargon
- 4** The majority of overseas visitors to Australia come from which geographic regions?
- (A) Europe, Japan and New Zealand
 - (B) Europe, Japan and Korea
 - (C) Europe, New Zealand and North America
 - (D) Japan, New Zealand and North America

- 5** Which of the following best describes workers compensation?
- (A) A reimbursement of wages or salary paid to a worker injured at work
 - (B) A reimbursement of sick leave and superannuation paid to an injured worker
 - (C) A fixed amount paid to an injured worker while performing light duties
 - (D) A fixed amount paid to an injured worker as a compulsory saving
- 6** Which conditions of employment can employers and employees set under enterprise bargaining?
- (A) Those covered by the relevant award
 - (B) Those negotiated on a voluntary basis
 - (C) Those that stipulate a rate of pay below the award rate
 - (D) Those that cover long service leave and holiday leave
- 7** An employer's duty of care most accurately applies to which of the following groups of people?
- (A) Employers and contractors only
 - (B) Employees and visitors only
 - (C) Employees, visitors and contractors
 - (D) Employees, visitors and manufacturers
- 8** Which of the following businesses can be classified as being in the accommodation sector?
- (A) Hostels, camping grounds and bistros
 - (B) Clubs, resorts and camping grounds
 - (C) Hostels, camping grounds and resorts
 - (D) Resorts, hostels and clubs

- 9** Tourists in Australia whose main place of residence is outside Australia are best classified as which of the following?
- (A) Intrastate tourists
 - (B) Interstate tourists
 - (C) Inbound tourists
 - (D) Outbound tourists
- 10** Which of the following occupational groupings belong to the food and beverage functional area?
- (A) Room service attendant and kitchen attendant
 - (B) Waiter and room service attendant
 - (C) Waiter and kitchen attendant
 - (D) Kitchen attendant and porter
- 11** Which of the following best describes a legislative Act?
- (A) A law made by parliament
 - (B) A draft law presented to parliament
 - (C) Guidelines developed by industry
 - (D) A set of legal guidelines
- 12** Which of the following groups of tasks best describes the role of a concierge?
- (A) Greet guests, liaise with transport providers and book tickets for guests
 - (B) Greet guests, liaise with transport providers and handle luggage
 - (C) Greet guests, liaise with transport providers and process reservations
 - (D) Greet guests, book tickets for guests and handle luggage
- 13** Stereotyping may be best described as which of the following?
- (A) Intentionally treating people as individuals
 - (B) Intentionally being hurtful to people within a particular group
 - (C) Assuming that all people within a particular group are the same
 - (D) Offending the cultural sensitivities of a particular group

- 14** Moulds may be best defined as which of the following?
- (A) A type of fungus
 - (B) Microscopic single-celled organisms
 - (C) Single-celled organisms
 - (D) Bacteria
- 15** Correct lifting technique includes which of the following steps?
- (A) Feet together, hold load close to body, and lift from back
 - (B) Feet apart, hold load close to body, and lift from back
 - (C) Feet apart, hold load close to body, and lift from knees
 - (D) Feet apart, hold load away from body, and lift from knees

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Centre Number

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Student Number

Section II

Total marks (35)

Attempt Questions 16 – 20

Allow about 45 minutes for this section

Answer the questions in the spaces provided.



Question 16 (6 marks)

Marks

You are working as a waiter in a restaurant. Two tourists, who have limited English speaking skills, enter the restaurant after having difficulty parking. You inform them that there has been a mix-up in their dinner booking and a table will not be available for 15 minutes. The tourists are irritated and start to complain loudly.

6

Outline the correct procedures for dealing with the two tourists.

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Question 17 (8 marks)

Identify a functional area of a hospitality establishment in which you completed work placement.

.....

(a) Name a job title related to the functional area. **1**

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(b) List TWO duties performed in this job. **2**

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.....

(c) Identify TWO potential workplace accidents that could occur in this job. **2**

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(d) Propose THREE measures that could be taken to prevent or minimise the risk of ONE of the accidents identified in part (c). **3**

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Question 18 (12 marks)

The table lists FOUR bacteria that commonly cause food poisoning. For each bacterium, complete the table as indicated below.

- (a) List ALL types of food affected by the bacterium. (Note: types of food means categories such as meat, dairy, fruit, etc.) **4**
- (b) Describe how the bacteria are most commonly introduced to these foods. **4**
- (c) Outline the necessary conditions for bacterial growth in these foods. **4**

<i>Bacterium</i>	<i>(a) Types of food affected</i>	<i>(b) Method of introduction to food</i>	<i>(c) Necessary conditions for bacterial growth</i>
Staphylococcus aureus			
Clostridium perfringens			
Clostridium botulinum			
Salmonella			

Marks

Question 19 (4 marks)

- (a) Define the service ethos. **1**

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- (b) Explain how THREE personal attributes of an employee can contribute to the service ethic of a hospitality enterprise. **3**

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Question 20 (5 marks)

- (a) Define cultural awareness. **1**

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- (b) Explain the importance of demonstrating cultural awareness in the hospitality industry. Use TWO examples in your explanation. **4**

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Section III

Total marks (30)

Attempt Question 21

Attempt ONE other question from Questions 22 – 25

Allow about 1 hour for this section

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

In this section you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 21 (15 marks)

Explain the importance of teamwork in a large hospitality enterprise. Use examples to illustrate your answer.

Question 22 — Commercial Cookery (15 marks)

Use the lunch menu to answer this question.

<p><i>Marinated Pork Spare Ribs</i> <i>Coleslaw</i> <i>Potato Salad in Home-made Mayonnaise</i> <i>Julienne Carrots & Fresh Snow Peas</i></p> <p>❖ ❖ ❖ ❖</p> <p><i>Chocolate Mousse with Fanned Strawberries and Whipped Cream</i></p>
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Discuss the essential elements of mise-en-place, workflow planning, and hygiene that are fundamental to the success of this lunch menu.

OR

Question 23 — Accommodation Services (15 marks)

You are employed by the housekeeping division of a large hotel. During the morning's work, you accidentally spill the contents of an uncapped bottle of cleaning chemicals in the corridor outside the guests' rooms on the second floor. Three guests complain about the smell of chemicals and one informs you that he is beginning to feel ill.

Discuss the issues that you must deal with in this situation, and propose techniques for dealing with both the spilt chemicals and the guests' complaints.

OR

Question 24 — Cross-Functional Operations (15 marks)

In a large hospitality enterprise, occupational health and safety (OH&S) legislation covers functional areas as diverse as kitchen operations, housekeeping, and food and beverage service.

Discuss the implications of OH&S legislation for both employers and employees in such an enterprise, and propose a communication strategy that employers could use to raise the awareness of employees about issues of occupational health and safety.

OR

Question 25 — Food and Beverage Service and Kitchen Operations (15 marks)

Many restaurant managers agree that their waiters are integral to the success of the restaurant, as they are capable of promoting the image of the restaurant, increasing sales, and enhancing customer loyalty.

To what extent do you agree with this statement?

End of paper