



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

2009

**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 5, 7, 9, 11 and 13

Total marks – 80

Section I Pages 2–4

15 marks

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

Section II Pages 5–13

35 marks

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

Section III Pages 15–16

30 marks

- Attempt Question 21
- Attempt ONE other question from Questions 22–24
- Allow about 1 hour for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

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

- 1 Which of the following food items is best stored at a temperature of 1–4°C?
 - (A) Bananas
 - (B) Ice cream
 - (C) Fresh meat
 - (D) Uncooked rice

- 2 Some frozen fish have been delivered and their temperature is being checked.
What criterion is being assessed?
 - (A) Size
 - (B) Weight
 - (C) Quality
 - (D) Quantity

- 3 What telephone command is used when a caller is placed on hold and then diverted to another extension?
 - (A) Recall
 - (B) Transfer
 - (C) Call waiting
 - (D) Group pick up

- 4 What type of insurance covers injuries to hospitality employees?
 - (A) Third party
 - (B) Public liability
 - (C) Comprehensive
 - (D) Workers' compensation

- 5** Which of the following food poisoning bacteria are most likely to be found in raw milk, soft cheese and pre-prepared food?
- (A) Listeria
 - (B) Salmonella
 - (C) Camphylobacteria
 - (D) Clostridium perfringens
- 6** Which statement best defines the term *stereotyping*?
- (A) The unintentional sending of a negative message
 - (B) An assumption that all people from a culture are the same
 - (C) A misconception that one's own culture is superior to another
 - (D) The lack of concern about how people from another culture may feel
- 7** When stock is received, which document specifies the total cost of the goods?
- (A) Invoice
 - (B) Credit note
 - (C) Delivery docket
 - (D) Requisition form
- 8** Which of the following is an example of a physical hazard for a hospitality employee in the workplace?
- (A) Noise
 - (B) Bacteria
 - (C) Shiftwork
 - (D) Poisonous fumes
- 9** What is an award?
- (A) A document that sets out minimum wages and working conditions of employees
 - (B) A document stating conditions of employment such as hours of work and dress requirements
 - (C) An agreement between an employer and employee which outlines payment and working conditions
 - (D) A negotiated agreement between an employer and a group of employees detailing conditions of employment

- 10** Which list identifies key departments in hospitality enterprises?
- (A) Accommodation, Food and Beverage, Gaming
 - (B) Food and Beverage, Human Resources, Security
 - (C) Food and Beverage, Meetings and Events, Security
 - (D) Accommodation, Meetings and Events, Human Resources
- 11** Which of the following are strategies for accommodating cultural differences within staff teams?
- (A) Professionalism, ignoring differences, staff training
 - (B) Strict dress code, fixed work rosters, showing tolerance
 - (C) Staff training, showing tolerance, celebrating differences
 - (D) Fixed work rosters, celebrating differences, professionalism
- 12** Which employee's role is best described by tasks such as following cleaning schedules, maintenance of equipment and storage of food service items?
- (A) Food handler
 - (B) Beverage manager
 - (C) Cleaning supervisor
 - (D) Environmental Health Officer
- 13** Prioritising, decision making and delegation are features of which type of management?
- (A) Task
 - (B) Time
 - (C) Team
 - (D) Technical
- 14** Which external sources of information can be used to obtain a telephone number?
- (A) Telephone lists
 - (B) Email address books
 - (C) Corporate directories
 - (D) Business receptionists
- 15** What is the purpose of a safety audit form?
- (A) To report serious accidents
 - (B) To detect workplace hazards
 - (C) To log the maintenance of equipment
 - (D) To monitor the effectiveness of a procedure

Hospitality

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–20

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Question 16 (6 marks)

- (a) Identify THREE types of storage areas and the stock they would contain in a large hotel. 3

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- (b) Outline the characteristics of a suitable storage space for stock. 3

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Centre Number

Section II (continued)

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Student Number

Question 17 (6 marks)

How can hygiene risks be minimised when handling linen and garbage in a hospitality enterprise?

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Centre Number

Section II (continued)

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Student Number

Question 19 (8 marks)

- (a) Outline the role of WorkCover. **2**

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- (b) Describe the responsibilities of an employer under the *Occupational Health and Safety Act 2000* (NSW). **6**

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Section III

30 marks

Attempt Question 21

Attempt ONE other question from Questions 22–24

Allow about 1 hour for this section

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

In your answers 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
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Question 21 (15 marks)

Assess the importance of the interpersonal, communication and customer service skills required by employees working in the hospitality industry.

Use appropriate industry examples to support your answer.

Please turn over

In your answers 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
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Question 22 — Commercial Cookery (15 marks)

Analyse the use of HACCP to ensure the safe production of food from delivery to service. In your answer refer to ONE of the following foods:

- fresh chicken

OR

- fresh prawns.

OR

Question 23 — Food and Beverage (15 marks)

Analyse the importance of establishing and monitoring flow of service in an à la carte restaurant.

OR

Question 24 — Accommodation Services (15 marks)

Analyse the procedures required to receive and process reservations to ensure customer satisfaction.

End of paper