

**2011**  
**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, 15 and 17

**Total marks – 80**

**Section I** Pages 2–5

**15 marks**

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

**Section II** Pages 9–17

**35 marks**

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

**Section III** Page 19

**15 marks**

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

**Section IV** Page 20

**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.

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- 1** Which food has been stored at the incorrect temperature?

	<i>Food</i>	<i>Temperature (°C)</i>
(A)	Ice cream	–18
(B)	Apples	1–4
(C)	Meat	5–6
(D)	Dried pasta	11–22

- 2** A worker in the hospitality industry adjusts his or her level of service based on the clothing and appearance of customers.

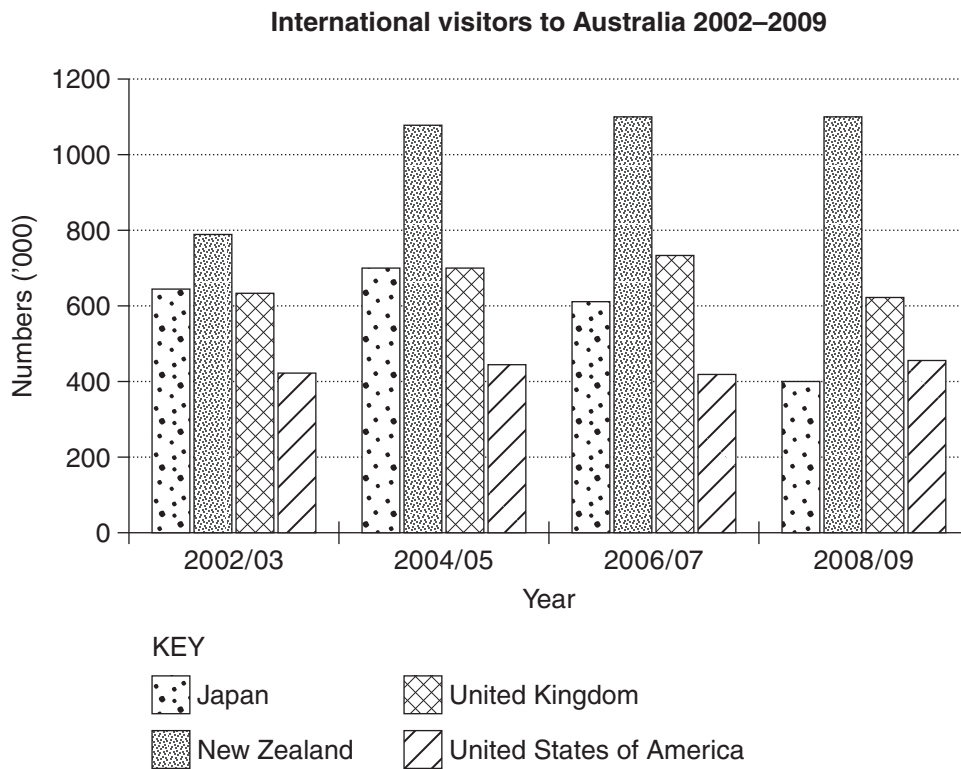
What is this an example of?

- (A) Stereotyping
  - (B) A gender issue
  - (C) Negative subtext
  - (D) A lack of empathy
- 3** In the hospitality industry, what are linen and cleaning materials best described as?
- (A) Stock
  - (B) Facilities
  - (C) Equipment
  - (D) Raw materials
- 4** What do matters concerning commission procedures, overbooking and tipping relate to?
- (A) Employment
  - (B) Ethics
  - (C) The environment
  - (D) The law

- 5 Which list contains examples of internal customers only?
- (A) Local resident, chef, porter
  - (B) Waiter, receptionist, room attendant
  - (C) Media organisation, tourist, disabled guest
  - (D) Government organisation, clients, kitchen hand
- 6 Which organisation has primary responsibility for supervising an employee returning to work after a workplace injury?
- (A) Union
  - (B) Local council
  - (C) WorkCover NSW
  - (D) Workers Compensation Commission of NSW
- 7 In a hospitality organisation, guests can elect not to have fresh towels every day.
- Which environmentally sustainable practices is the organisation using?
- (A) Recovery, reduce, reuse
  - (B) Recycle, reduce, recovery
  - (C) Reduce, reuse, recycle
  - (D) Reuse, recovery, recycle
- 8 How does a person's tone contribute to effective verbal communication?
- (A) It provides opportunity for feedback.
  - (B) It ensures appropriate level of formality.
  - (C) It enables customers to hear the message.
  - (D) It ensures language is targeted correctly to the audience.
- 9 Which situation has the potential for cross-contamination?
- (A) Storing raw foods below cooked foods
  - (B) Cutting cooked foods and then raw foods
  - (C) Storing clean and dirty linen in separate areas
  - (D) Cleaning bathrooms and kitchens with the same cloth

- 10** The features of good telephone etiquette include
- (A) courteous tone, industry jargon and friendly greeting.
  - (B) appropriate language, suitable volume and industry jargon.
  - (C) suitable volume, monotone voice and accurate information.
  - (D) clear articulation, courteous tone and appropriate language.
- 11** 'Meeting the requirements of industry codes of conduct to which an organisation subscribes.'
- Which term best matches this definition?
- (A) Awareness
  - (B) Compliance
  - (C) Sustainability
  - (D) Resource management
- 12** What colours are used in standard OHS caution signs?
- (A) Red and white
  - (B) Blue and white
  - (C) Black and yellow
  - (D) Green and yellow
- 13** Which list includes only high-risk foods?
- (A) Prawns, raw egg, capsicum
  - (B) Cooked rice, milk, coleslaw
  - (C) Soft cheese, prosciutto, figs
  - (D) Uncooked seafood, raw chicken, asparagus

- 14 The graph shows data collected about international visitors to Australia.



What is a conclusion that can be drawn from this data?

- (A) More visitors came from New Zealand in 2002–2003 than during 2008–2009.
- (B) From 2004–2009 there has been a steady increase in visitors from the United Kingdom.
- (C) Since 2004 Australia has declined as a popular tourist destination for Japanese visitors.
- (D) The global financial crisis resulted in fewer visitors from the United States of America during 2008–2009 than in previous years.
- 15 Which of the following lists common sources of the food poisoning bacteria *clostridium perfringens*?
- (A) Animal faeces, egg, seafood
- (B) Animal faeces, dirt/dust, raw meat
- (C) Dirt/dust, egg, milk/dairy products
- (D) Milk/dairy products, raw meat, seafood

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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 (5 marks)

- (a) Employees may encounter a range of hazards when working in the hospitality industry. 2

Identify ONE hazard in each of the following categories.

<i>Work environment</i>	<i>Human factors</i>

- (b) A housekeeping employee has been asked to mop the tiled floor of a hotel foyer. Write a risk management plan for ONE hazard in this situation. 3

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Centre Number

Section II (continued)

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Student Number

Question 17 (8 marks)

- (a) Food poisoning can occur when the toxins created by bacteria reach an extremely high level. 4

Describe the other causes of food poisoning.

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- (b) Compare the symptoms of food poisoning caused by *salmonella* and *clostridium botulism*. 4

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Centre Number

Section II (continued)

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Student Number

Question 18 (7 marks)

- (a) Outline the procedures for handling customer complaints. 3

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- (b) Assess the role of active listening when handling a customer complaint. 4

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# Hospitality

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Centre Number

## Section II (continued)

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Student Number

### Question 19 (7 marks)

- (a) Describe the sources of information and support services that a hospitality organisation could use to provide effective customer service. **3**

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- (b) How can an employee establish good customer service practices to meet the needs of customers from diverse backgrounds? **4**

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Centre Number

Section II (continued)

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Student Number

Question 20 (8 marks)

Using industry examples, explain how the use of a variety of measurement techniques can assist a hospitality organisation to better manage its resource consumption. 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.

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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)

When preparing and serving food, the health and safety of customers and colleagues is vital.

Explain the role of each of the following in maintaining health and safety standards.

- *Food Act 2003* (NSW)
- Food Safety Standards for Australia
- Organisational hygiene procedures

**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.

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### **Question 22 — Commercial Cookery (15 marks)**

- (a) Distinguish between utensils, mechanical equipment and fixed equipment. **3**
- (b) Describe how a chef would apply the principles of waste minimisation to a menu. In your answer use specific examples. **4**
- (c) Explain the underlying principles and procedures of braising. **8**

**OR**

### **Question 23 — Food and Beverage (15 marks)**

- (a) Distinguish between bistro and table d'hôte service. **3**
- (b) Describe the factors to be considered when creating ambience in a restaurant. In your answer use specific examples. **4**
- (c) Explain the underlying principles and procedures for taking and processing food orders. **8**

**OR**

### **Question 24 — Accommodation Services (15 marks)**

- (a) Distinguish between up-selling and suggestive selling. **3**
- (b) Describe the information that should be communicated from the front office to other departments regarding a customer's specific requirements. **4**
- (c) Explain the underlying principles and procedures that an organisation offering accommodation services should follow in the storage and security of its documents, including guest information. **8**

**End of paper**