



2012 HSC Hospitality '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)

Sample answer/Answers could include:

- Remain calm
- Follow instructions
- Don't act as the hero
- Take in as many details as you can
- After the robbers have left, call emergency services

Question 16 (b)

Sample answer:

Broken or malfunctioning equipment may lead to a security breach as it may allow unauthorised access into a secure area. For example, a malfunctioning key control system may allow a person into a guest's room when they do not have permission to be there.

Question 17 (a)

Sample answer:

To ensure the collection, storage and use of personal information is secure and confidential:

- Phone calls are not put directly through to a guest
- Do not disclose personal information about a guest

Question 17 (b) (i)

Sample answer:

An employee may encounter an ethical issue when presented with gifts and services free of charge by a customer. Upon receipt of the gift the employee may treat the customer differently, showing special favour or attention, which results in the employee not providing equal service to all guests.

For example a waiter may be presented with a monetary gift in exchange for preferential seating in a restaurant. Should the waiter accept the gift and seat the guest they are being unethical in regard to guests already in the queue and next in line to be seated.

Question 17 (b) (ii)***Sample answer/Answers could include:***

If an employee receives a tip from a customer and it is the policy of the establishment to share the tip with colleagues then they must comply with this policy. It is unethical for the employee to keep the tip and not share it with their colleagues.

Question 18 (a)***Answers could include:***

Criteria for the selection of personal protective equipment include:

- Correct for the task
- Correct fitting
- Manufacturer's specifications for use
- Serviceability

Question 18 (b)***Answers could include:***

Goggles, masks, wearing gloves, appropriate foot wear – enclosed, leather and non-slip.

A housekeeping attendant is required to wear a range of personal protective equipment. This includes wearing appropriate footwear, which is enclosed, leather and non-slip. This PPE item is required as housekeeping attendants encounter many heavy objects during the course of their work routine, such as cleaning equipment or chemicals, and this type of footwear will protect their feet.

Gloves are another type of PPE that is required by housekeeping attendants to keep safe from chemicals that could be caustic when cleaning areas such as bathrooms.

Similarly goggles may be worn to prevent dangerous cleaning chemicals from splashing in the eye when spraying them onto surfaces such as mirrors or bathroom sinks for cleaning.

Masks may also be used to prevent inhalation of toxic fumes when cleaning, particularly when in confined spaces such as bathrooms, in particular shower recesses.

Question 18 (c)***Answers could include:***

- Availability
- Use
- Maintenance

There are many ways in which employers and employees can meet their responsibilities in regards to PPE. Employers are required to provide the appropriate PPE for the task their employees will be undertaking such as gloves for a housekeeping attendant and goggles for a chef when deep frying. Employers are also required to train employees on the correct selection and use of PPE so employees are qualified to choose the appropriate type of PPE for a task and use it correctly.

Employees are required to wear the PPE supplied by employers correctly when performing their daily duties. In addition employees are required to maintain their PPE for future use. This may involve cleaning or decontaminating equipment such as washing gloves after cleaning with toxic chemicals, identifying equipment necessary for repair such as goggles with a broken arm and correctly storing equipment.

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

Within the hospitality industry there are many different types of teams. These may include established work units such as a housekeeping team which is allocated a particular floor of a hotel to clean. Similarly, ad hoc work teams may form between work colleagues who prefer to work as a team to enable tasks to be completed more smoothly and efficiently. For example wait staff who decide to help each other lay tables for the whole restaurant, to get the task completed more efficiently.

Other types of teams include committees such as OHS/WHS committees, which are formalised teams or self-directed teams. All of these types of teams contribute to the smooth running of a hospitality organisation in many different ways.

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

Teamwork enables tasks to be completed more efficiently as members of the team with specialised skills can be utilised to complete technical areas of a task while other team members support them.

It is also efficient as it prevents doubling up on work areas. In effective teams all team members know and understand the responsibilities of other members.

Teamwork also helps to foster good working relationships among staff as they seek to work collaboratively to get a job done. This in turn increases job satisfaction as the whole team is able to celebrate when a task is finished. For example, in a kitchen team, all areas of the food production team work together to ensure meals are prepared and served together with a high standard of quality. Therefore, no one chef prepares the entire meal; rather, everyone works together to achieve the end result.

Teamwork also helps an organisation to run smoothly as it enables up-skilling of employees as they learn from each other while completing tasks. Finally, the efficiency and increased productivity caused by teamwork create customer satisfaction and a smooth-running organisation.

Question 20***Answers could include:***

- Personal hygiene risks
 - Poor personal grooming
 - Open cuts and wounds
 - Not washing hands after eating, smoking, handling garbage or using bathrooms
- Environmental hygiene risks
 - Poor garbage disposal and storage
 - Inappropriate and/or irregular cleaning practices
 - Poor handling and/or storage of foods
 - Poor organisational work practices
 - Vermin
 - Airborne dust
 - Equipment (dirty, not working properly)

High standards of hygiene are essential within the hospitality industry. Employee safety, customer satisfaction and the continuation of the business itself depends on addressing personal and environmental hygiene risks.

Personal hygiene risks include: poor personal grooming, the presence of open cuts or wounds and not washing hands at appropriate times. Each of these has the potential to cause contamination of food, food preparation surfaces and common surfaces as well as individuals. Both colleagues and customers would be affected by these personal hygiene risks. They also reflect badly on the business. Customers have become increasingly aware of the appropriate/expected hygiene standards within the hospitality industry and demand such standards be maintained.

Environmental hygiene risks include: poor garbage disposal methods, inappropriate or irregular cleaning practices, poor food handling and storage, poor work practices, vermin, dust and poorly operating equipment. Failure to comply with legislation that deals with these risks such as *Food Act 2003* (NSW) may result in fines imposed or the closure of the business. The health and safety of both colleagues and customers is negatively affected. The reputation of the business would also suffer if such risks were not addressed. The potential for harm for colleagues, customers and the business itself makes personal and environmental hygiene risks areas of concern within the hospitality industry.

Section III

Question 21

Answers could include:

Elements of cultural diversity include:

- Interpersonal relations
- Festivals/celebrations
- Family structure/obligations
- Language
- Religion
- Customs
- Food preferences and dietary needs
- Social values
- Work ethic
- Communication
- Product/service preference

When working in the hospitality industry you will come across colleagues and customers from a wide range of cultural backgrounds. There are a number of elements of cultural diversity and these affect interactions with both customers and colleagues. Having knowledge and understanding of the elements of cultural diversity will help to prevent offence or conflict being created when interacting with colleagues and customers.

Religion is a factor that will impact a person's interactions in the hospitality industry, in particular, work routines. Muslims, for example, must stop work at specific times during the day for prayer. They may also participate in special religious festivals such as Ramadan. This will have implications for staff rosters in enabling these staff members to have time off, or be rostered off during these required periods. It may also require space being made available for prayer by guests or colleagues.

Religion can also affect the dress of a customer or colleague. For example, a Sikh will wear a turban around their hair. The organisation may require that the colour of the turban fit in with the colour scheme of the establishment. This can also be said for Muslim women who may wear a burka.

Religion and culture may also affect a person's dietary needs as some religions impose dietary restrictions. For example, people of the Jewish and Muslim faiths do not eat pork, Seventh Day Adventists and Hindus are vegetarian and Muslims do not consume alcohol. Hospitality organisations must ensure that they provide menus that have alternative meals to meet the dietary needs of a wide range of cultures.

Language is a significant element of cultural diversity that impacts on interactions between customers and/or colleagues. When people visit from overseas they will not necessarily speak English. Staff within an organisation should make an effort to learn a few phrases in languages other than English to enable them to communicate with customers from abroad. An organisation may also ask assistance from staff that speak a language other than English and request for their assistance in cases where communication is difficult. In relation to language

impacting on interactions between colleagues there may also be staff for whom English is a second language. It may be necessary to ensure that language used is not colloquial or slang so that miscommunication issues are avoided and no offence is made. The use of signs and simple body gestures may assist in communicating more effectively. Having written translations of information can also assist in communicating with customers who do not speak English.

Interpersonal relationships between colleagues and customers is also affected by non-verbal communication. It is important for staff to be aware that some gestures, facial expressions and body language are interpreted differently across the globe. For example, eye contact is avoided for Japanese customers, as it is a sign of disrespect whereas tourists from America would interpret no eye contact as a sign of disrespect. Some cultures use handshakes whereas some Middle Eastern customers may avoid shaking hands with women. In order to avoid offending your guests it is imperative for staff to be aware of the various interpersonal relations of the majority of their guests.

Family structure is another element that will impact on the availability of staff and therefore customers' and colleagues' interactions. Some staff may have family obligations that require them to have flexible working hours to facilitate looking after children, or caring for sick or elderly family members. It may also affect staff members' availability to attend after-hours meetings, training sessions and social gatherings.

Depending on where customers are travelling from, they will have particular expectations of the level and type of service that they will expect. Some cultures take pride in a traditional and formal type of service where familiarization and friendliness is frowned upon. For example guests from Japan will be expecting high product knowledge and service that is formal. It would be suitable to greet these customers with a nod or slight bow and ensure that their full name ie Mr/Mrs is used rather than using their first name. In contrast visitors from New Zealand have similar expectations to those of Australians. They are quite laid back and relaxed and will like friendly service. In relation to styles of holidays, Asian visitors typically prefer to have their holidays structured and well-organised eg daily excursions, whereas customers from some European areas will prefer to organise their daily plans themselves and look for more outdoor types of activities such as hiking.

Therefore knowledge of the elements of cultural diversity will assist an employee to better understand their fellow colleagues and customers. This will in turn enable the employee to provide better quality service as guest needs are more accurately understood and met. This will prevent the employee from taking or causing offence when they meet colleagues or customers from a different culture to their own.

Section IV

Question 22 (a)

Answers could include:

Information contained on a MSDS may include:

- directions and precautions for use
- recommended dosage and dilution of chemicals
- safe handling requirements
- first aid
- calculating quantity required
- disposal methods
- suitable storage item/ container

Sam should consult a Material Safety Data Sheet (MSDS) because it contains information relating to the safe use, preparation and storage of cleaning agents and chemicals. They also provide the necessary information relating to first aid procedures in case of a medical issue in which someone may have ingested the chemical, have it spilt on them or have it splashed in their eye. MSDSs contain the recommended dosage and dilution of chemicals in order for them to be used most effectively and safely and include instructions on how to calculate appropriate quantities to cover a certain area of space. MSDSs will identify suitable disposal methods and suitable storage environments. For these reasons Sam must consult a MSDS when cleaning in the commercial kitchen.

Question 22 (b)

Sample answer:

Sam's cleaning duties are essential in maintaining a quality service. Sam must ensure her cleaning duties are performed thoroughly to meet the hygiene standards required by food legislation such as the *Food Act 2003* (NSW). If a commercial kitchen is not cleaned regularly (using a cleaning and sanitising agent) this will encourage the growth of bacteria which may lead to cross contamination when cooking and possibly food poisoning. Similarly, vermin may be attracted to an unclean kitchen. If this occurs the kitchen is providing a poor quality product to the customer and this may result in customers leaving with a negative impression of the establishment, or becoming sick, which would damage the reputation of the business.

Cleaning is essential when using a deep fryer so that the fried food is always of the highest quality. For example, food may be overcooked or taste different if the fryer is not cleaned regularly. This would result in customer dissatisfaction. Regular cleaning of equipment will extend the life and optimal working condition of equipment thus ensuring a smooth and efficient running of the kitchen.

Question 22 (c)***Answers could include:***

Indicators of problems with the cookery process include:

- texture
- colour
- flavour
- viscosity
- aroma

An awareness of problems caused by incorrect:

- temperature
- time
- method
- foods/ingredients
- selection and/or use of utensils and equipment

Strategies to deal with a range of problems including:

- shortage of food items
- problems with ingredients, cookery process, meals produced
- spillages
- mistakes
- equipment failure

Sample answer:

Deep frying is a dry heat method of cookery where the food is immersed in boiling oil. This is a fast cookery method which is suitable for most types of foods. Foods should be coated with either a batter or crumbs to protect the surface of the food and maintain its tenderness and juiciness. Deep fried food should be crunchy on the outside with a soft texture on the inside.

There are a number of indicators of poor quality deep fried food. A soft texture indicates that the food has gone soggy and has not been drained on absorbent towel after frying. Deep fried foods should have a golden colour and therefore those that are dark or black indicate they are overcooked, while pale food items are undercooked. Similarly, flavour and aroma may be used to indicate quality. A bitter flavour and aroma may indicate that the food (eg deep fried fish) is burnt.

These indicators of quality may be caused by a range of factors. Temperature is an important consideration when deep frying food. A low temperature will cause food to be undercooked and may also cause the food item to go soggy, while a high temperature will cause the food to burn. Similarly, the amount of time the food is immersed in oil will influence its quality. Over exposure will cause a darkening in colour and an acrid taste. Incorrect choice of method and food item will also cause problems with the flavour and texture of the fried product. Failure to properly coat food prior to frying will cause it to be dry and unappealing.

Incorrect use of utensils and equipment, such as not using a spider to remove tempura prawns, may damage the end product by knocking off the batter which may result in an inferior product.

There are a number of strategies that can be used to overcome problems that may be encountered when deep frying. Incorrect storage of food may cause it to go soggy hence it is important to store deep fried food in an oven at the correct temperature to prevent it becoming cold or overcooked. Using ingredients that are not suitable for deep frying eg tomatoes, would also cause an inferior product and may cause the oil to spit. Additionally it may cause deterioration of the quality of the oil. Therefore it is essential that staff are aware of the correct method and foods which are suitable for this type of cookery through appropriate training. Spillages of oil on the floor may cause employees to slip and fall and should be cleaned immediately. Equipment failure such as malfunctioning of the thermostat may cause the oil to continue to heat and catch on fire. This should be prevented by having regular maintenance checks and correct cleaning procedures to prevent damage to equipment. Using old, contaminated or rancid oil will cause deep fried food products to lose quality due to deterioration of taste hence oil should be regularly replaced depending on usage.

Question 23 (a)

Sample answer:

Information contained on a MSDS may include:

- directions and precautions for use
- recommended dosage and dilution of chemicals
- safe handling requirements
- first aid
- calculating quantity required
- disposal methods
- suitable storage item/ container

Alex should consult a Material Safety Data Sheet (MSDS) because it contains information relating to the safe use, preparation and storage of cleaning agents and chemicals. They also provide the necessary information relating to first aid procedures in case of a medical issue in which someone may have ingested the chemical, have it spilt on them or have it splashed in their eye. MSDSs contain the recommended dosage and dilution of chemicals in order for them to be used most effectively and safely and include instructions on how to calculate appropriate quantities to cover a certain area of space. MSDSs will identify suitable disposal methods and suitable storage environments. For these reasons Alex must consult a MSDS when cleaning in a fine dining restaurant.

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

Alex's cleaning duties are essential in maintaining a quality service. Alex must ensure the hygiene standards required by legislation are met such as those contained in the *Food Act 2003* (NSW). If a restaurant is not cleaned regularly, dust/dirt will be visible to the customer and may leave a negative impression. If glassware and crockery associated with beverage making facilities are not cleaned correctly with a cleaning and sanitising agent, potentially this causes a hygiene risk to customers as bacteria are not removed from the surface of the crockery or glass. Customers may therefore become ill and this will certainly result in dissatisfaction and a poor reputation for the organisation.

Cleaning is essential for all areas of a restaurant, including tables, chairs, carpets, bars. Regular cleaning of equipment will extend the life and optimal functioning condition of equipment for example: the coffee machine will produce better tasting coffee, glassware and mugs will remain unstained.

Question 23 (c)***Answers could include:***

Workplace procedures for processing accounts including:

- ways of presenting final account
- split bills
- deduction of promotional/ discount vouchers
- settlement of customer's account
- handling gratuities/ tips

Knowledge of a range of methods of payments used by customers including:

- cash
- EFTPOS
- credit card
- credit note/ gift certificate
- charge to room account for in-house guests

Knowledge of systems in place for processing accounts including:

- manual systems
- electronic systems
- electronic billing machines
- computerised systems
- cash
- charge back to room account

Answers could include:

Alex must consider a number of factors when processing accounts. Processing accounts requires knowledge in a range of areas including: procedures for processing accounts, methods of payments and knowledge of systems for processing accounts. When the correct procedure is followed, you are ensuring that guest accounts are processed in a timely and efficient manner.

Customers may request to process accounts in a variety of ways such as: split bills, presenting discount vouchers, final account statements. They may even provide a tip in addition to the bill. It is important to meet organisation requirements and customer expectations with regard to processing accounts to ensure high quality service. Accuracy in the processing of accounts is vital to prevent customer dissatisfaction, complaints and loss of profit by the organisation. Wait staff should ensure accounts are carefully reviewed before presenting them to the customer.

Customers are able to settle their accounts using a variety of payment methods. These may include: cash, EFTPOS, credit card, gift certificates or charges to room accounts for in-house guests. Customers should be made aware of acceptable payment methods prior to settling of the account. This could be explained verbally by the wait staff or through signs in a restaurant. It is essential that this information is communicated to customers to prevent embarrassment when a non-acceptable payment method is presented by the customer. For example some restaurants do not accept certain types of credit cards or personal cheques. Customers may change their order depending on how they can pay, therefore it is important that they understand what the acceptable payment methods are before placing an order.

There are many systems for processing customer accounts in the hospitality industry. These include: manual receipting, electronic billing machines, computerised systems, cash and charge-back-to-room accounts. Each system has its own advantages and disadvantages and implications for customers. Charging back to rooms is a useful option for in-house guests who may not want to carry large amounts of cash when travelling. However they will have a large bill to settle when checking out and this will need to be carefully checked by the customer. Computerised systems are fast, efficient and enable multiple accounts to be settled simultaneously. However, when the system fails or goes off-line it can impede the smooth running of the restaurant.

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

Information contained on a MSDS may include:

- directions and precautions for use
- recommended dosage and dilution of chemicals
- safe handling requirements
- first aid
- calculating quantity required
- disposal methods
- suitable storage item/ container

Jo should consult a Material Safety Data Sheet (MSDS) because it contains information relating to the safe use, preparation and storage of cleaning agents and chemicals. They also provide the necessary information relating to first aid procedures in case of a medical issue in which someone may have ingested the chemical, have it spilt on them or have it splashed in their eye. MSDSs contain the recommended dosage and dilution of chemicals in order for them to be used most effectively and safely and include instructions on how to calculate appropriate quantities to cover a certain area of space. MSDSs will identify suitable disposal methods and suitable storage environments. For these reasons Jo must consult a MSDS when cleaning in a large hotel.

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

Jo's cleaning duties are essential in providing a quality service for guests of a hotel. Housekeeping attendants may be required to clean various areas of the hotel including guest rooms and public areas. Regular cleaning activities undertaken through a cleaning schedule will help to remove dirt, dust and debris and prevent vermin from being attracted to dirty areas. Cleaning will also assist in the removal of bacteria when a sanitising agent is used which will help prevent the spread of infectious diseases from one guest to another.

Regular cleaning will ensure customers are satisfied and will maintain the good reputation of the organisation. A clean bedroom/ bathroom and public area will convey an impression of a high standard of hygiene and may encourage repeat business.

Regular cleaning may maintain or extend the life of resources within the premises. For example promptly dealing with stains can reduce the need to replace carpets or mattresses.

Question 24 (c)***Answers could include:***

Standard operating procedures include:

- correct bending technique to pull bed out from wall
- use of gloves for removal of linen
- storage of blanket(s), pillow(s) and cover(s) during bed making
- check for stains and damage
- separate and bag blood stained linen
- record linen removed from guest room.

Considerations to determine stain removal procedures including:

- type of stain
- size of stain

Knowledge of spot cleaning techniques

Problem solving skills

Standard operating procedures for replacing bed linen including:

- selection of linen
- positioning of clean linen prior to bed making
- checking clean linen for stains and damage
- placement
- mitre of all corners
- turn down to be used.

Sample answer:

Jo is required to undertake a range of tasks when making beds. To make beds, Jo must first move the bed away from the wall. A correct method for bending to achieve this should be used to be efficient and also prevent any injury to Jo. Beds should then be stripped of existing linen. At this time Jo should check for stains and damage to linen, pillows and the bed mattress. The use of gloves for handling potentially infectious linen or linen contaminated with blood is an essential safety precaution. A tally of linen removed from the room, including bathroom supplies, should be taken and recorded. Blankets, pillows and bed covers may be stored in guest cupboards while bed making as the floor is an unsuitable place for storage. Extra blankets or pillows may be left in the cupboard for the guest to use if required.

The prompt removal of stains from linen can assist in maintaining the quality and extend the time for which this resource can be used. Jo must initially consider the type of stain and its size as stain removal procedures will vary according to the cause of the stain. A working knowledge of common spot cleaning techniques assists in the correct treatment of stains. This can reduce the possibility of stains becoming permanent. All actions should be recorded and any follow up required should be noted (such as replacing linen that is permanently stained). Problem solving skills such as being able to identify the problem, consider solutions, take action, record and follow up are useful in the removal of stains.

Once the bed has been stripped and any stains dealt with the bed linen needs to be replaced according to the standards and procedures required by the hotel. Replacement linen should be selected according to the size of the bed and the quality offered by the hotel. For example a guest would be more likely to find 1000 thread count sheets at a five star hotel than at a two or three star hotel.

Clean linen should be placed in such a way as not to be contaminated or become dirty before use. Careful positioning of the linen on the bed prior to folding and making corners will minimise the handling and repositioning required of the linen. Replacement linen should also be checked for stains and damage such as tears or threadbare sections prior to placement on the bed. A guest would not be happy to turn back their freshly made bed and find a stain on the sheet.

The correct sequence for placing linen on the bed is logical and efficient. The bottom sheet first covers the mattress then the top sheet follows. A blanket is then put in place before mitred corners are made. Pillows are then dressed and placed on the bed before the top bed covering is put in place.

Some hotels may provide a turn down service whereby beds are turned down in the early evening for customers.