
Question 16 (2 marks)

What is the value to a worker of getting individual feedback from their supervisor? 2

A worker who gains individual feedback from their supervisor is able to correct any mistakes/issues they may have.

They would also be able to gain individual tips that is suited to their skills. For example, a supervisor may tell a worker to hold their knife a different way for more control, therefore increasing efficiency, and helping the individual supervisor.

Please turn over

Question 17 (6 marks)

- (a) Outline the benefits of managing kitchen waste effectively.

2

Benefits of managing kitchen waste include saving costs²⁰ by using off-cuts for another dish. Another benefit may include reducing negative impacts on the environment, e.g. correct disposal of food scraps.

- ↳ (b) Describe practices that establishments use to manage kitchen waste effectively.

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Within the hospitality industry, it is important to manage waste effectively. Practices that establishments may use include using off-cuts, rather than throwing away, to reduce costs by purchasing other foods. Another practice could be placing food scraps into a separate garbage e.g. carrot peel, potato peel, lettuce etc. to give to animals. Also, dilution of chemicals, correct dilution to reduce harsh impacts on the environment. Compost bins, correct garbage storage.

Question 18 (10 marks)

- (a) State the intent of ONE piece of legislation related to food safety. 2

Food Act 2003 (NSW) is the primary legislation, which ensures food for sale is safe and consumable. It aims to protect a society from being delivered with food that is not safe for human consumption, which could lead to food poisoning.

- (b) Describe the conditions that are most likely to lead to the microbiological contamination of food. 3

Microbiological contamination refers to contamination from bacteria, viruses. Conditions that could lead to this include; serving out of date foods, and presenting undercooked foods. For example; serving a customer chicken breast which is undercooked, can lead to salmonella poisoning. Another condition may include spreading of germs from one individual to another. e.g. a staff has ~~the~~ conjunctivitis, yet still works. This disease can be transmitted to another person.

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Question 18 (continued)

- (c) Explain the hygienic work practices involved in the preparation of crumbed fish and salad.

5

Firstly, personal hygiene needs to be ensured before commencing preparation of dish, this includes, regular washing of hands, correct PPE worn, hair tied back, no jewellery, fingernails at short length in case of coming into contact with food. eg. customer receives dish with fingernail, lead to bad experience and potential illness. Environmental hygiene, including clean work area, benches, correct handling of foods, and correct storage of foods. It is vital to use separate chopping boards; one for salad, other when preparing fish. When crumbing fish, gloves must be worn, as making direct contact with food. Salad needs to be prepared away from crumbing fish, or cleaning and sanitising bench top before commencing

End of Question 18
preparation of salad. Appropriate storage, correct temperatures are important to keep food safe and edible for human consumption.

Question 19 (9 marks)

- (a) How does the transfer of heat differ for convection and conduction cooking methods? 2

Conduction refers to heat transferred by direct contact. e.g. frying pan on stove, the flame directly contacts. Whereas convection is heat transferred through a medium, such as a liquid, or gas.

- (b) Compare the purpose of cleaning procedures with the purpose of sanitising procedures in a commercial kitchen. 2

Cleaning procedures includes removing visible dirt and showing the cleanliness. These procedures are done daily e.g. mopping floors, wiping tables with wet cloths. However, purpose of sanitising procedures is to remove ^{bacteria} bacteria, or germs from surface/objects to ensure no spread of diseases or viruses, which could lead to e.g. customer getting food poisoning after eating on a table which

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has been recently been used by others who were contaminated (coughing, sneezing), spreading germs.

Question 19 (continued)

- (c) Explain the factors to be considered when plating and presenting food to meet industry standards. 5

Constantly, society standards and expectations are changing, which means establishments must keep up-to-date to ensure these standards are being met. In today's current society, food allergies and food choices e.g. dairy free and gluten free, are very common. Customers may ask to receive dish without sauce for example, so chefs must consider and rearrange plating to present a quality looking meal, as an ingredient is taken away. Another consideration is the timing of plating/presenting food and the mix of ingredients and how they are plated together. It is vital to have quality presentation, as customers 'eat with their eyes'.

e.g. a burger with tomato & beetroot on bottom, doesn't run & make tomato to soggy.

End of Question 19

It is important to maintain and increase customer satisfaction, to bring a good reputation and more business.

Question 20 (8 marks)

→ represent employees.

Explain the responsibilities of the Person Conducting Business or Undertaking (PCBU), the worker and the union in the implementation of work health and safety (WHS) requirements.

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PCBU has a duty of care to maintain and provide a safe working environment for employees through provision of PPE and correct storage areas such as chemicals in well ventilated area, with MSDS. Workers are responsible to take safe practices to prevent harm to safety of welfare of themselves and colleagues. They can not create false alarms, decline reasonable orders such as CPR and use ~~rate~~ PPE correctly by following training (induction) instructions and manufacturer's standards. Unions are ~~re~~ representing employees and ensure to raise public awareness through lobbying and media coverage in business activities that does not comply with WHS ~~2011~~ (NSW). They ensure any concerns of employees are recorded such as United Voice that raise aware of unsafe practices.