Hospitality

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.

1 Which food has been stored at the incorrect temperature?

<table>
<thead>
<tr>
<th>Food</th>
<th>Temperature (°C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Ice cream</td>
<td>−18</td>
</tr>
<tr>
<td>(B) Apples</td>
<td>1–4</td>
</tr>
<tr>
<td>(C) Meat</td>
<td>5–6</td>
</tr>
<tr>
<td>(D) Dried pasta</td>
<td>11–22</td>
</tr>
</tbody>
</table>

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
The graph shows data collected about international visitors to Australia.

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


(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.

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
Question 16 (5 marks)

(a) Employees may encounter a range of hazards when working in the hospitality industry. Identify ONE hazard in each of the following categories.

<table>
<thead>
<tr>
<th>Work environment</th>
<th>Human factors</th>
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(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.

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

Describe the other causes of food poisoning.

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

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Question 18 (7 marks)

(a) Outline the procedures for handling customer complaints.  
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(b) Assess the role of active listening when handling a customer complaint.  
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Question 19 (7 marks)

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

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

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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.
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.

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