



**Victorian Certificate of Education**  
**2004**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

**STUDENT NUMBER**

Letter

Figures

Words


**VCE VET HOSPITALITY (OPERATIONS)**  
**FOOD AND BEVERAGE**

**Written examination**

**Friday 29 October 2004**

**Reading time: 3.00 pm to 3.15 pm (15 minutes)**

**Writing time: 3.15 pm to 4.45 pm (1 hour 30 minutes)**

**QUESTION AND ANSWER BOOK**

**Structure of book**

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
A	30	30	30
B	16	16	100
			Total 130

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out liquid/tape.
- No calculator is allowed in this examination.

**Materials supplied**

- Question and answer book of 17 pages.
- Answer sheet for multiple-choice questions.

**Instructions**

- Write your **student number** in the space provided above on this page.
- Check that your **name** and **student number** as printed on your answer sheet for multiple-choice questions are correct, **and** sign your name in the space provided to verify this.
- All written responses must be in English.

**At the end of the examination**

- Place the answer sheet for multiple-choice questions inside the front cover of this question and answer book.

**Students are NOT permitted to bring mobile phones and/or any other electronic communication devices into the examination room.**

**SECTION A – Multiple-choice questions****Instructions for Section A**

Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

Choose the response that is **correct** or that **best answers** the question.

A correct answer scores 1, an incorrect answer scores 0.

Marks will **not** be deducted for incorrect answers.

No marks will be given if more than one answer is completed for any question.

**Question 1**

What type of menu would be used in a large public hospital?

- A. cycle
- B. function
- C. set menu
- D. table d'hote

**Question 2**

A tureen is used to serve

- A. fruit.
- B. soup.
- C. oysters.
- D. ice cream.

**Question 3**

You are a waiter serving in a fine dining restaurant offering an à la carte menu.

When is the most appropriate time to place the dessert cutlery on the table?

- A. when setting the table before the guests arrive
- B. after the dessert order has been taken but before it is placed in the kitchen
- C. immediately after the dessert order has been placed in the kitchen
- D. as the dessert is being served

**Question 4**

What is a coupe?

- A. a large bowl used for serving chilled soup
- B. a small oval dish used for serving clear soups
- C. a tall glass used for serving ice-cream sundaes
- D. a small stemmed bowl used for serving desserts or seafood

**Question 5**

When should sugar bowls and cruets be filled?

- A. during mise en place
- B. after washing and drying the containers
- C. immediately before guests require them
- D. when the contents are used and become empty

**Question 6**

What cutlery should be set for a cheese and fruit plate?

- A. entrée fork only
- B. entrée knife only
- C. entrée fork and entrée knife
- D. entrée fork and dessert spoon

**Question 7**

Which menu item **requires** an under-plate when serving the dish to the guest?

- A. oysters natural
- B. soup of the day
- C. roast of the day
- D. sorbets in a gingersnap basket

**Question 8**

You are about to serve the plated food to a table of four male guests.

When using the three-plate carrying technique, the last plate you plan to take in your free hand is for the

- A. person identified as the host of the table.
- B. person positioned as number 1.
- C. person positioned as number 2.
- D. person positioned as number 3.

**Question 9**

The chef advises that 'prawn risotto' is available in addition to the printed menu items.

When should you inform the guests of this additional option?

- A. after seating the guests at the table
- B. after serving bread rolls and pre-dinner drinks
- C. when presenting the menu to the guests
- D. when the guest asks for your recommendation

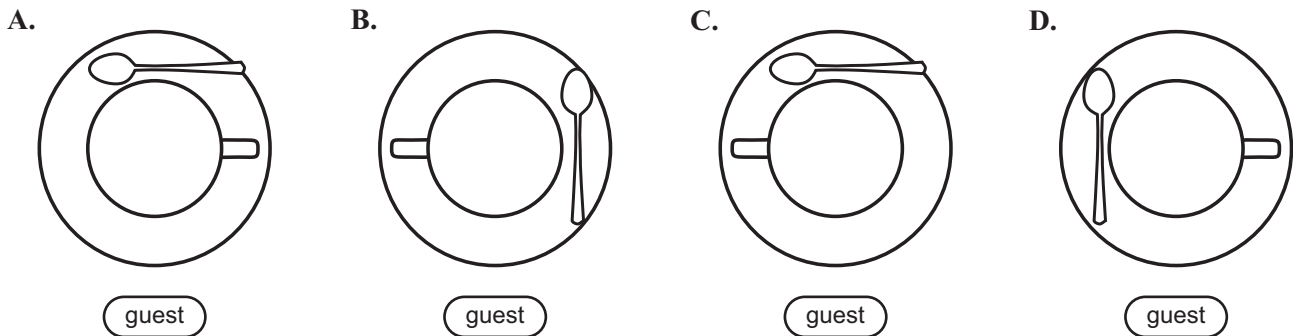
**Question 10**

What type of glass is shown above?

- A. pilsner
- B. flute
- C. highball
- D. old fashioned

**Question 11**

Which one of the following shows how the coffee cup and spoon should be positioned when placing them in front of the guest seated at the table?

**Question 12**

A guest informs you they have a gluten intolerance.

Which one of the following menu items should you recommend?

- A. vegetable quiche and salad
- B. crispy beer-battered fish and chips
- C. Thai coconut chicken curry and rice
- D. traditional Cornish pastie and salad

**Question 13**

An international guest in the restaurant asks for the 'check' while eating their main course.

What are you required to do?

- A. offer additional drinks
- B. ensure condiments are offered
- C. ensure that your uniform is clean
- D. organise for the table account

**Question 14**

Within a **function team**, the runner is the staff member responsible for

- A. looking after VIP guests.
- B. delivering plated food to a service area.
- C. managing the function.
- D. managing the bar.

**Question 15**

Cruets should be removed from the table after

- A. clearing main course plates.
- B. clearing entrée plates.
- C. taking the dessert order.
- D. guests have left the table.

**Question 16**

Which one of the following is served to guests at the end of a meal?

- A. crudités
- B. canapés
- C. petite fours
- D. hors d'oeuvres

**Question 17**

During meal service, a service plate is used to

- A. transport hot plates to the table.
- B. transport glassware to and from the table.
- C. collect the crumbs from the table.
- D. present the bill folder to the guest.

**Question 18**

A set menu offers

- A. set prices for each course.
- B. individually priced food options in set courses.
- C. a fixed priced menu with no options in each course.
- D. a fixed priced menu with limited options in each course.

**Question 19**

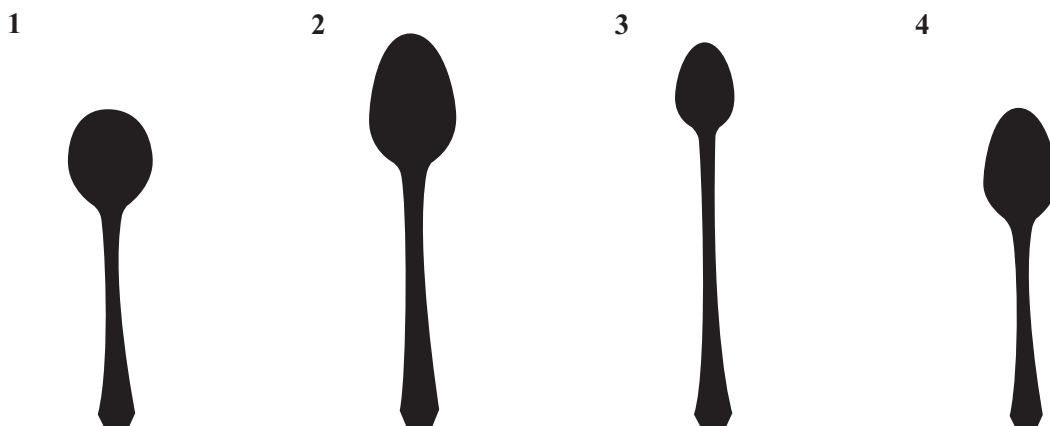
Which one of the following menu courses is presented first?

- A. soup
- B. entrée
- C. appetisers
- D. main course

**Question 20**

A guest has selected a pasta dish from the menu.

Which spoon is the most appropriate to set?



- A. 1
- B. 2
- C. 3
- D. 4

**Question 21**

When providing silver service, where possible

- A. the waiter should serve food from the guest's left side.
- B. the waiter should serve food from the guest's right side.
- C. the chef should plate the food for the guest.
- D. the guests will help themselves to food.

**Question 22**

When preparing loose leaf black tea and plunger coffee it is essential for the water to be at the correct temperature.

What temperature should the water be when it is poured onto the leaves or coffee grains?

- A. warm (40°–50°C)
- B. hot (50°–70°C)
- C. very hot (70°–90°C)
- D. near boiling (above 90°C)

**Question 23**

Which one of the following drinks should be served without ice?

- A. lemon lime and bitters
- B. diet lemonade
- C. tomato juice
- D. iced tea

**Question 24**

Which glass is most suitable for serving a lemon lime and bitters?

- A. flute
- B. martini
- C. highball
- D. colada

**Question 25**

Which beverage is suitable to suggest as a pre-dinner drink?

- A. claytons and dry
- B. iced coffee
- C. lime spider
- D. mango smoothie

**Question 26**

Traditionally, when is the most appropriate time to offer tea and coffee?

- A. after main course
- B. after petit fours
- C. after dessert
- D. with dessert

**Question 27**

Tea is classified into three main categories – fully fermented, partially fermented or unfermented. Which of the following is an example of an unfermented tea?

- A. Green
- B. Black
- C. Oolong
- D. Jasmine

**Question 28**

Which one of the following is **not** a variety of tea?

- A. Arabica
- B. Darjeeling
- C. Earl Grey
- D. Orange pekoe

**Question 29**

When making a small pot of loose leaf black tea, how long should you allow the tea to brew before serving?

- A. 30 seconds
- B. 3 minutes
- C. 8 minutes
- D. 10 minutes

**Question 30**

A vienna coffee is best described as a

- A. hot black coffee topped with thickened cream.
- B. strong black coffee with chocolate powder.
- C. cold coffee with milk and ice cream.
- D. hot instant coffee made with powdered milk.

**SECTION B – Short-answer questions****Instructions for Section B**

Answer **all** questions in the spaces provided.

**Question 1**

Menus and beverage lists should be inspected prior to each service. List **two** reasons why.

i. \_\_\_\_\_

ii. \_\_\_\_\_

2 marks

**Question 2**

Identify **four** key questions waiting staff should ask about the menu before each service.

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

iv. \_\_\_\_\_

4 marks

**Question 3**

Describe **three** key features of each of the following types of menus.

**A la carte**

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

**Carte de jour**

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

**Table d'hote**

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

3 + 3 + 3 = 9 marks

**SECTION B – continued**



**Question 4**

2 × <i>Soup</i>	1, 2
2 × <i>oysters nat</i>	3, 4
<hr/>	
3 × <i>Chicken</i>	1, 2, 4
1 × <i>Beef (MR)</i>	3
3 × <i>Veg</i>	1, 2, 4
1 × <i>Salad</i>	3

What **four** other important pieces of information should be written on the order docket (shown above) prior to placing it in the kitchen?

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_

4 marks

**Question 5**

Explain each of the following terms used in food and beverage service.

i. walk-in

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ii. no-show

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iii. bishops hat

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iv. ramekin

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v. canapé

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5 marks

**Question 6**

You have prepared a rectangular table for six people by joining two tables together.

What **four** checks should you carry out prior to clothing the table?

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

iv. \_\_\_\_\_

4 marks

**Question 7**

You are the **breakfast waiter**, in a hotel restaurant, serving in-house guests. The menu is à la carte.

Your responsibilities include the service of all food and beverages.

List **three** service tasks to be completed **between** each of the following stages of service.

Do not duplicate any task.

**Seat and greet guests**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Take food orders**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Serve food**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Offer additional drinks**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Farewell guests**

12 marks

**Question 8**

A bag of clean linen for the restaurant has been returned from the laundry. You are asked to put it into storage.

List **four** factors to consider when storing the linen.

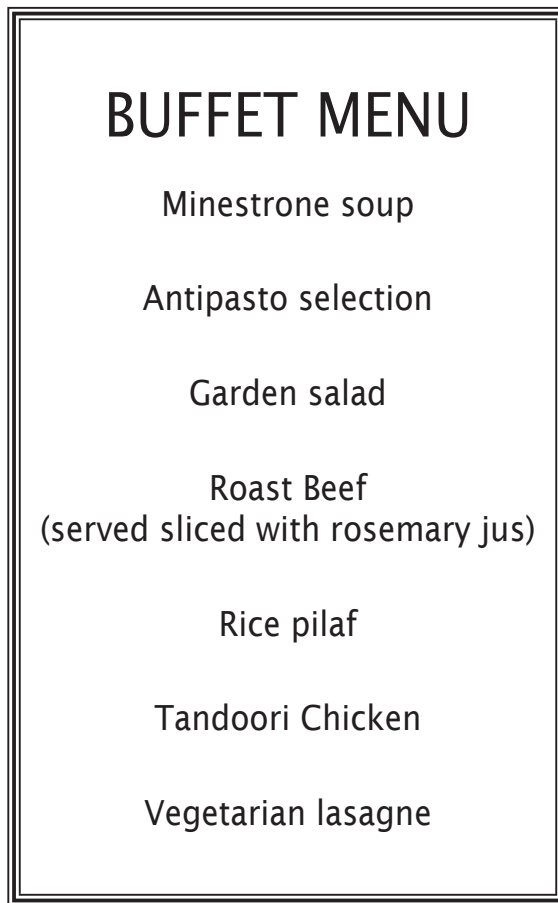
- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_

4 marks

**SECTION B – continued**  
**TURN OVER**

**Question 9**

The following menu is to be served for a buffet lunch.



- a. Identify a suitable condiment to offer with each of the following menu items.

Minestrone soup \_\_\_\_\_

Garden salad \_\_\_\_\_

Roast Beef \_\_\_\_\_

Tandoori Chicken \_\_\_\_\_

4 marks

- b. List **four** items of crockery required on the buffet table for this menu.

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

iv. \_\_\_\_\_

4 marks

c. What **three** checks should you make when selecting crockery for the buffet table?

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

3 marks

d. When setting up the buffet table, what specific utensils are required to serve each of the following menu items?

Minestrone soup \_\_\_\_\_

Roast Beef (sliced) \_\_\_\_\_

Vegetarian lasagne \_\_\_\_\_

3 marks

e. You are the waiter serving food at the buffet table.

Describe **three** ways to maintain a high standard of food presentation during buffet service.

i. \_\_\_\_\_

\_\_\_\_\_

ii. \_\_\_\_\_

\_\_\_\_\_

iii. \_\_\_\_\_

\_\_\_\_\_

3 marks

**Question 10**



The above item of equipment is often used for buffet service.

- a. Identify this item of equipment.

\_\_\_\_\_ 1 mark

- b. What is its main purpose?

\_\_\_\_\_ 1 mark

You are required to remove this equipment from the buffet table and prepare it for storage in accordance with occupational health and safety requirements.

- c. Identify one safety practice to observe at each of the following stages. Give a different example for each stage.

- i. transporting

\_\_\_\_\_  
\_\_\_\_\_

- ii. dismantling

\_\_\_\_\_  
\_\_\_\_\_

- iii. cleaning

\_\_\_\_\_  
\_\_\_\_\_

- iv. storing

\_\_\_\_\_  
\_\_\_\_\_

4 marks

**Question 11**

The role of the waiter is to ensure each guest has an enjoyable dining experience. Some guests may have special needs that require additional consideration from the waiter.

For example

*Special need*  a customer in a wheelchair

*Consideration made by the waiter*  Remove chair space at the table

List **three** other different examples of customers with special needs and explain how the waiter could accommodate them.

Special need 1 \_\_\_\_\_

Consideration made by the waiter \_\_\_\_\_

\_\_\_\_\_

Special need 2 \_\_\_\_\_

Consideration made by the waiter \_\_\_\_\_

\_\_\_\_\_

Special need 3 \_\_\_\_\_

Consideration made by the waiter \_\_\_\_\_

\_\_\_\_\_

6 marks

**Question 12**

You are a waiter in a busy bistro. A customer calls you from a table that is not in your section. He advises you that the other guests at the table have been served but he is still waiting for his meal.

Explain how you should deal with this situation.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4 marks

**Question 13**

Your supervisor has asked you to prepare the bar area for service of nonalcoholic beverages.

Describe **ten** tasks that should be completed.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

10 marks

**Question 14**

The following questions relate to the preparation of a standard 'banana smoothie'.

**a.** Identify a suitable garnish.

\_\_\_\_\_

1 mark

**b.** Name an appropriate glass to use.

\_\_\_\_\_

1 mark

A blender is used to make a banana smoothie.

**c.** List **three** safety procedures to follow when cleaning the blender.

**i.** \_\_\_\_\_

**ii.** \_\_\_\_\_

**iii.** \_\_\_\_\_

3 marks



**Question 15**

Loose leaf tea should be stored correctly to maintain optimum quality.

List **four** factors that would reduce the shelf life of loose leaf tea.

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_

4 marks

**Question 16**

Your supervisor has asked you to go to the kitchen and prepare additional fruit garnishes to use as decoration on mocktails.

Identify **four** hygiene practices you should address when completing this task.

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_

4 marks