



**Victorian Certificate of Education
2006**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures									Letter
Words									

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

Tuesday 31 October 2006

Reading time: 9.00 am to 9.15 am (15 minutes)

Writing time: 9.15 am to 10.45 am (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	28	28	28
B	20	20	100
			Total 128

- 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 18 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 unauthorised electronic 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

An à la carte menu is

- A. a menu offering limited choice at a fixed price.
- B. a menu allowing a range of choices at a set price.
- C. a menu offering choice in each course, all individually priced.
- D. a list of menu items available in addition to a larger menu.

Question 2

When taking a reservation from a guest, the **most important** information to ask for is the date and

- A. type of menu they want.
- B. time of the reservation.
- C. any special requirements needed.
- D. host's work number.

Question 3

As a waiter in the hospitality industry you are required to practise a high level of **personal** hygiene.

A good example of this would be

- A. washing your hands after handling rubbish.
- B. replacing cutlery that has been dropped on the floor.
- C. promptly clearing up any spills that occur at a guest's table.
- D. apologising for sneezing or coughing while in the restaurant.

Question 4

In addition to carrying cutlery, the service plate is also used to carry

- A. unwanted glassware.
- B. cruets or other service items.
- C. the food docket.
- D. the wine menu.

Question 5

A good waiter has the ability to 'read' a guest and anticipate their needs.

This means that the waiter

- A. should be able to read out the specials without looking at the list.
- B. has expertise in suggestive selling techniques.
- C. responds to nonverbal signals to pre-empt customer needs.
- D. can predict what a customer would like to order from the menu.

Question 6

Which one of the following is an example of suggestive selling?

- A. identifying suitable foods that are lactose free
- B. encouraging the guest to select a specialty drink
- C. explaining the ingredients contained in a menu item
- D. telling customers what the soup of the day is

Question 7

When setting up the buffet service, you notice the cover of the bain-marie (chaffing dish) is greasy. What chemical should be used to clean it?

- A. rinse aid
- B. sanitiser
- C. degreaser
- D. detergent

Question 8

What is an overlay?

- A. a lid to cover a plate of food
- B. sauce served in a separate dish
- C. a serviette used to cover a spilt drink
- D. a small cloth used in conjunction with the tablecloth

Question 9

When correcting covers, what action is being carried out?

- A. the plastic wrap is removed from the butter
- B. cruets are placed on the table
- C. the cutlery is adjusted
- D. used wine glasses are removed from the table

Question 10

A role of the napkin, when used on a service plate, is to

- A. protect the waiter's hand from the hot plate.
- B. polish the cutlery of any smudges.
- C. reduce noise and movement of the cutlery.
- D. ensure the waiter does not leave finger prints on the plate.

Question 11

At the pre-service briefing, the chef advises that there is no cheesecake available for dessert.

When should you advise the guests?

- A. when seating guests at the table
- B. after guests have finished their main course
- C. when taking the dessert orders
- D. when presenting the dessert menu

Question 12

A guest informs you that they have gluten intolerance.

Which one of the following meals is appropriate to suggest?

- A. tomato and cheese omelette
- B. vegetarian focaccia
- C. crumbed chicken fillet
- D. mushroom and spinach quiche

Question 13

Which one of the following is an example of a condiment?

- A. slice of lemon
- B. mustard
- C. freshly ground black pepper
- D. fresh herb garnish

Question 14

When cutlery is set on the table it is arranged so that

- A. the outer cutlery matches the customer's first course.
- B. the inner cutlery matches the customer's first course.
- C. the cutlery is not a danger to the customer.
- D. the customer can select any piece of cutlery for any course.

Question 15

A customer has ordered the house special, Mussels Marinara – fresh local mussels served in their shells with a chilli, coriander and tomato broth.

As the food runner, which additional service item should you bring to the table with the meal?

- A. finger bowl
- B. oyster fork
- C. hot face cloth
- D. lobster crackers

Question 16

A table of four has ordered a selection of cheese from the menu to share.

Which items should be set for each guest?

- A. main course plate and main course knife
- B. entrée plate and entrée knife
- C. side plate and entrée fork
- D. an entrée fork and entrée knife

Question 17

Which one of the following is a cheese knife?

A.**B.****C.****D.****Question 18**

When is the most appropriate time to clear side plates from the table during à la carte service?

- A.** whenever the bread has been eaten
- B.** before serving main course
- C.** when clearing main course
- D.** after dessert is finished

Question 19

Which one of the following is an example of a herbal infusion offered in beverage service?

- A.** chamomile
- B.** English breakfast
- C.** Earl Grey
- D.** orange pekoe

Question 20

Which one of the following would normally be served with coffee?

- A.** biscotti
- B.** cheese
- C.** bisque
- D.** canapés

Question 21

A vienna coffee is topped with

- A.** milk froth.
- B.** chocolate sprinkles.
- C.** thickened cream.
- D.** coffee powder.

Question 22

Ambience can make for a special dining experience.

Which one of the following is **least** likely to help create ambience?

- A. placemats
- B. lighting
- C. music
- D. room temperature

Question 23

A guest has ordered a side salad to accompany his meal.

Which is the most appropriate position to place the salad in a traditional fine dining setting?

- A. in the centre of the table so it can be shared
- B. on the guest's left above the main fork
- C. on the side plate closest to the guest
- D. above the main knife close to the guest's right hand

Question 24

Service staff are required to take accurate food orders to ensure food is prepared correctly for service.

Which one of the following is **not** relevant?

- A. the price of the dish
- B. the time the order is taken
- C. the amount of food ordered
- D. the position number of the guest

Question 25

A customer has ordered beef to be cooked well done but when it arrives at the table it is rare.

The customer is not happy.

As the waiter, what should you do?

- A. cut the steak open and check it yourself
- B. apologise and tell them that the apprentice is cooking
- C. avoid the situation; it should be handled by the manager
- D. listen, apologise and organise a replacement meal

Question 26

A common task for a food runner is to prepare the kitchen for food service.

Which one of the following tasks is **not** the responsibility of the food runner?

- A. organising service gear
- B. cleaning food service benches
- C. organising and lining underplates
- D. running food orders to the cashier desk

Question 27

A waiter's station is

- A. where staff meals are eaten during their break.
- B. where all service equipment required by the waiter is stored.
- C. where customers wait until their tables become available.
- D. the area in the kitchen where the waiter collects food.

Question 28

When is it most appropriate to check the stability of the dining tables?

- A. when arranging the floorplan
- B. when seating the guests
- C. when a guest complains
- D. when setting the table

SECTION B – Short answer questions

Instructions for Section B
Answer **all** questions in the spaces provided.

Question 1

What are **three** checks you should make on cutlery during pre-service mise en place?

- 1. _____
- 2. _____
- 3. _____

3 marks

Question 2

You are required to polish some clean champagne flutes. Describe the technique for polishing these glasses using a bucket of hot steaming water and a lint free cloth.

4 marks

Question 3

The workplace *Occupational Health and Safety Act 2004* requires all food and beverage attendants to wear shoes that are appropriate for the workplace.

What are **two** features to consider when selecting appropriate footwear? Give a reason for each.

feature 1 _____

reason _____

feature 2 _____

reason _____

4 marks

Question 4

There is a range of different napkin folds suitable to use in the hospitality industry.

List **three** advantages of choosing the ‘envelope’ style instead of the ‘fan’ napkin fold for a large reception centre.

- 1. _____
- 2. _____
- 3. _____

3 marks

Question 5

It is a busy evening in the restaurant. You are the beverage attendant for the night and when returning to the bar you notice two guests arriving at the entrance. The floor supervisor is attending to other customers at a table.

What should you do to ensure the guests are not kept waiting?

5 marks

Question 6

When working in a restaurant, having efficient close down procedures at the end of the day is important for an efficient start to the next shift.

List **six** key front of house tasks a **waiter** should complete at the end of the evening shift. Do not include specific tasks related to the bar, kitchen or coffee station in your answer.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

6 marks

Question 7

Describe **three** different techniques used for garnishing nonalcoholic cocktails.

1. _____
2. _____
3. _____

3 marks

Question 8

What are **four** important details to consider when garnishing a cold beverage?

1. _____
2. _____
3. _____
4. _____

4 marks

Question 9

You are attending the pre-service briefing for a **stand up** cocktail party. List **six** important details that should be discussed during this briefing to ensure all staff are well informed and prepared for service.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

6 marks

Question 10

The customer you are serving has asked for their chicken risotto to be packaged so they can take it home with them. Describe an appropriate response to this request.

3 marks

Question 11

The 'order of service' is a sequential check-list of tasks performed by the waiter from the arrival to the departure of the guest. Indicate the correct order of the following service tasks by inserting the numbers 1–10 in the right-hand column.

Two steps have been completed for you.

Service task	Order of service (1–10)
Adjust cutlery	
Serve the main course	
Take the food order, up to the main course	
Lap the guest	
Enquire whether meals are satisfactory	5
Offer additional drinks	6
Brush/crumb down	
Clear main course plates	
Clear cruets, butter plate	
Offer dessert menu	

2 marks

Question 12

Guests on Table 12 have requested the following menu items. Record the food order for Table 12 on the food docket below.

Cover 1
 Soup of the day
 Chicken fillet parmigiana
 Apple strudel

Cover 4
 Mushroom crepe
 Vegetarian lasagne
 Apple & rhubarb crumble

Table 12
 Waiter: Joe
 Time: 8.45 pm

Cover 2
 Blue cheese soufflé
 Eye fillet steak – medium
 Cheese plate

Cover 3
 No entrée
 Chicken fillet parmigiana
 Apple & rhubarb crumble

Food docket			
Table No	Waiter	Covers	Time

4 marks

Question 13

Identify **three** techniques a food waiter should use to ensure the food order is accurately recorded.

1. _____

2. _____

3. _____

3 marks

Question 14

A table of four guests has ordered pre-dinner drinks, which are now ready to collect from the bar.
Describe **two** professional service procedures required when completing each of the following tasks.

collecting drinks from the bar using a tray

1. _____

2. _____

serving drinks to the guests using a tray

1. _____

2. _____

4 marks

Question 15

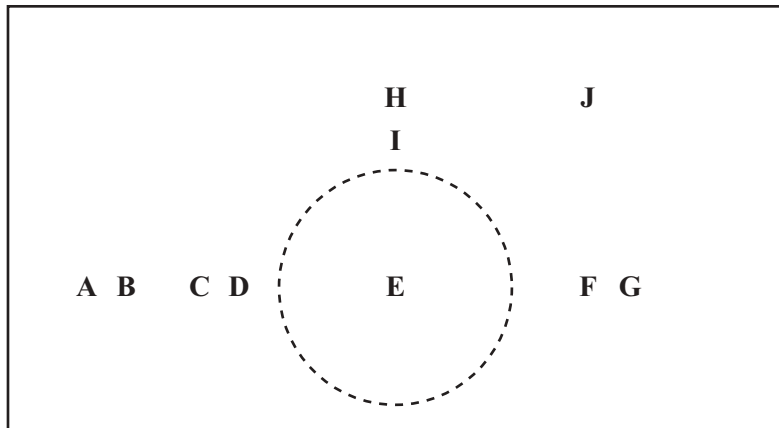
The following restaurant menu is offered for lunch at \$35 per person for 3 courses.

<p style="text-align: center;"><i>Entrée</i></p> <p style="text-align: center;">Crème of Asparagus Soup</p> <p style="text-align: center;">~</p> <p style="text-align: center;">Fettuccini Marinara Fresh seafood in a napoli sauce with fresh egg fettuccini</p> <p style="text-align: center;">~</p> <p style="text-align: center;">Vegetarian Antipasto Warm selection of char-grilled and roasted Mediterranean vegetables with olives and fetta cheese</p> <p style="text-align: center;"><i>Main Course</i></p> <p style="text-align: center;">Saltimbocca Alla Romana Veal with prosciutto, white wine and sage served with seasonal vegetables</p> <p style="text-align: center;">~</p> <p style="text-align: center;">Chicken Teriyaki Traditional Japanese-style marinated chicken breast served with steamed rice and crisp tempura vegetables</p> <p style="text-align: center;">~</p> <p style="text-align: center;">Grilled Porterhouse Steak Char-grilled grass-fed beef with sautéed potato, spicy tomato relish and salad greens</p> <p style="text-align: center;">~</p> <p style="text-align: center;">Roast Pumpkin, Tomato and Spinach Risotto</p> <p style="text-align: center;"><i>Dessert</i></p> <p style="text-align: center;">Apple & cinnamon tart with Cointreau ice cream</p> <p style="text-align: center;">~</p> <p style="text-align: center;">Lemon Delicious with citrus salad and double cream</p> <p style="text-align: center;">~</p> <p style="text-align: center;">Black cherry cheesecake with hot chocolate sauce</p>

- a. What type of menu is this?

1 mark

You are required to set the table ready for service of the menu on page 14. **Ten** different items need to be set for each cover; these are represented on the diagram below. Note: Table decorations and wine glasses are **not** included.



- b. Identify each of the items which needs to be set for the service of this menu by completing the table below. Item **A** has been completed for you.

A	Side plate	F	
B		G	
C		H	
D		I	
E		J	

9 marks

- c. Identify the cutlery adjustments to be made to the table setting above for each customer’s menu selection.

Customer	Menu item	Cutlery required	Cutlery to be removed
1	Soup		
2	Porterhouse steak		
3	Fettuccini marinara		
4	Risotto		

8 marks

- d. List **two** items the food runner should have prepared in the kitchen for service of the menu options listed in **part c**.

2 marks

Question 16

Your manager has asked you to ensure that all dirty linen from the day's service has been collected and is ready for collection by the laundry service. Explain what you would do to prepare the linen for pick up.

3 marks

Question 17

Explain each of the following terms commonly used in the hospitality industry.

bottomless cup

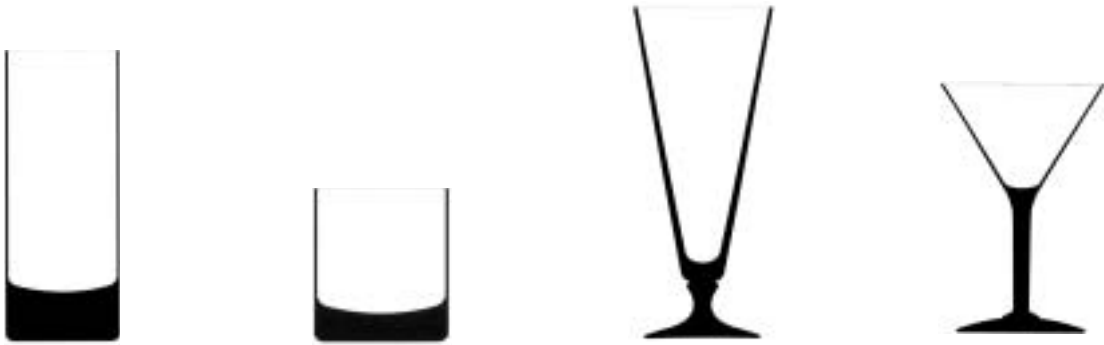
corkage

frappé

3 marks

Question 18

Identify the common industry names of the following glasses.



4 marks

Question 19

A customer has ordered a pot of green tea (unsweetened) for two people. Your establishment uses loose-leaf tea. As the attendant at the coffee station, you are required to prepare this order for the waiter to take to the table.

a. List all equipment required for service.

4 marks

b. Describe the correct method of preparing the pot of tea.

4 marks

Question 20

You have received an order for an iced chocolate.

Complete the following requirements for preparing and serving an iced chocolate.

- a.** List all ingredients (quantities **not** required).

1 mark

- b.** Identify appropriate service requirements (glass/garnish/service equipment).

3 marks

- c.** Outline the method of preparation (quantities are **not** required).

4 marks