

**Victorian Certificate of Education  
2018**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER           Letter

**VCE VET HOSPITALITY**  
**Written examination**

**Thursday 8 November 2018**

**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	25	25	25
B	20	20	95
			Total 120

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, rulers and one scientific calculator.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or correction fluid/tape.

**Materials supplied**

- Question and answer book of 23 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 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.

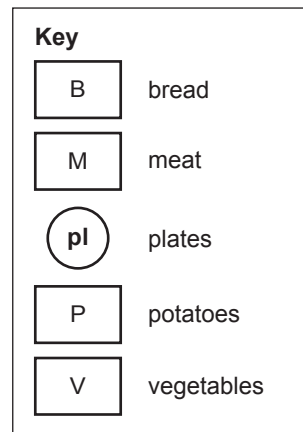
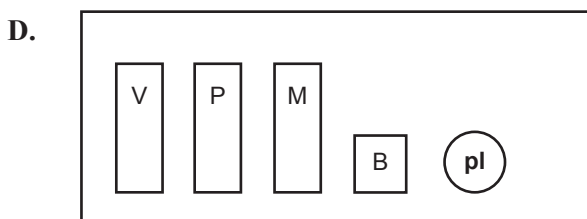
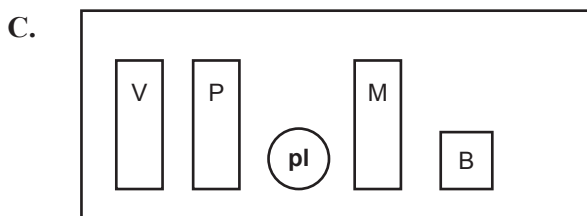
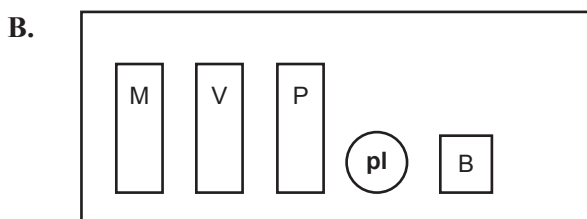
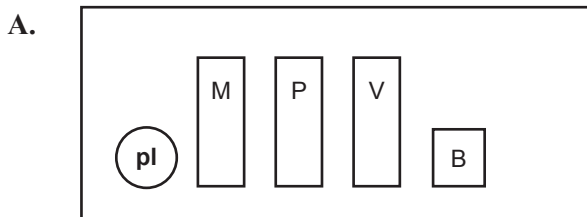
**Question 1**

In a sensory evaluation of a food item, texture is most closely related to which one of the following senses?

- A. sight
- B. taste
- C. smell
- D. touch

**Question 2**

Assuming customers are going to move through a buffet from left to right, which one of the following diagrams shows the most appropriate set-up for the buffet to ensure ease of access and logical progression?



DO NOT WRITE IN THIS AREA

**Question 3**

A customer has asked a question about an ingredient in a dish and the food attendant is not sure of the correct response.

What is the most appropriate action for the food attendant to take?

- A. Study the menu more closely.
- B. Explain that they do not know.
- C. Seek assistance from a colleague.
- D. Explain that they will return after checking with the chef.

**Question 4**

What is one standard measure of a beverage ingredient equal to?

- A. 30 mL
- B. 25 mL
- C. 20 mL
- D. 15 mL

**Question 5**

Which document should be consulted to ensure consistency when making a mocktail for a customer?

- A. the tasting notes
- B. the standard recipe
- C. the equipment manual
- D. a photograph of the beverage

**Question 6**

Which image shows the professional way to carry a tray?

- A. holding on fingertips only



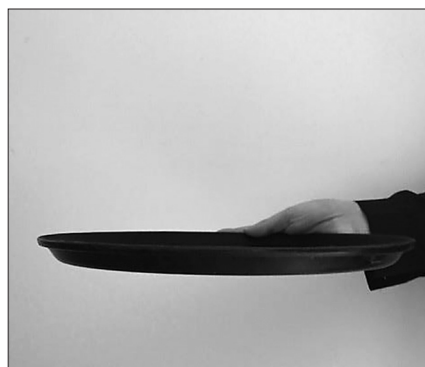
- B. holding with two hands (one on each side)



- C. holding on slightly cupped hand



- D. holding with one hand on the side



**Question 7**

The order of service common to most restaurants would be to greet customers on arrival, then

- A. provide them with menus and take food orders.
- B. seat them, offer beverages and then take beverage orders.
- C. offer beverages, seat them and then take beverage orders.
- D. provide them with menus, take food orders and then take beverage orders.

**Question 8**

Following the order of service, the most appropriate time to describe the specials to customers is when

- A. they are all seated.
- B. the menus are presented.
- C. the beverage list is presented.
- D. pre-dinner drinks have been served.

**Question 9**

A restaurant has a booking for a table of 15. Three guests from this booking have arrived.

What should service staff do in this situation?

- A. Provide menus.
- B. Adjust the cutlery.
- C. Explain the specials.
- D. Offer pre-dinner drinks.

**Question 10**

The most common method of preparing a jus is

- A. baking.
- B. braising.
- C. steaming.
- D. reducing.

**Question 11**

Family-style service would encourage diners to order

- A. individually.
- B. extra dishes.
- C. meals to share.
- D. cheaper menu items.

**Question 12**

The three-minute check after serving food to a customer is important in order to ensure that the customer has

- A. finished their meal.
- B. no further requirements.
- C. received the correct meal.
- D. commenced eating their meal.

**Question 13**

A group of office workers is having lunch in a busy cafe. Several members of the group have left to go back to work and two new members have just joined the group at the table.

When is the most appropriate time to clear the table?

- A. as each person finishes their meal
- B. as soon as all guests have paid the bill
- C. when the new members join the group for lunch
- D. when the cafe manager says the table can be cleared

**Question 14**

Tamping refers to

- A. levelling ground coffee in the group head.
- B. levelling ground coffee in the group handle.
- C. compacting ground coffee in the group head.
- D. compacting ground coffee in the group handle.

**Question 15**

Which one of the following coffee beverages should a barista recommend to a customer who has requested a strong, concentrated coffee?

- A. doppio
- B. ristretto
- C. espresso
- D. cappuccino

**Question 16**

A long macchiato is finished with a drop of fresh milk or a dollop of textured milk to 'stain' the espresso.

Which one of the following is the correct way to make the coffee base?

- A. espresso first, hot water on top
- B. hot water first, espresso on top
- C. single shot of espresso, no water
- D. double shot of espresso, no water

**Question 17**

Following the manufacturer's instructions for cleaning the espresso machine will **not** assist with

- A. ensuring that the task is performed safely.
- B. extending the working life of the machine.
- C. guaranteeing a rich, flavoursome coffee.
- D. contributing to the final output of a quality espresso.

**Question 18**

A water filtration system may be built into or used as an addition to an espresso machine.

One of the functions of a water filtration system is to

- A. remove milk residue.
- B. remove coffee granules.
- C. filter used water so it can be recycled.
- D. decrease the build-up of mineral deposits in the pipes.

**Question 19**

A small jug that is used to serve milk to a customer is also known as

- A. a pourer.
- B. an infuser.
- C. a plunger.
- D. a creamer.

**Question 20**

Which type of tea is made with a variety of spices, including cardamom, cinnamon, cloves and pepper?

- A. chai
- B. black
- C. green
- D. scented

**Question 21**

In what form is matcha green tea sold?

- A. leaf
- B. flake
- C. paste
- D. powder

**Question 22**

It is important for a cashier to give a customer the correct change. One of the steps involved in providing change to a customer is counting the change out loud to the customer.

The most important reason for counting out loud is

- A. that double-checking is part of organisational procedure.
- B. that speaking out loud makes it easier to calculate.
- C. to allow the customer to check the calculations.
- D. to give the cashier time to correct any mistakes.

**Question 23**

The cashier is required to separate the cash float from the daily takings at the end of service.

The most appropriate way to count the denominations for the float that is to be returned to the register drawer is from

- A. left to right.
- B. right to left.
- C. smallest to largest.
- D. largest to smallest.

**Question 24**

Petty cash is a small amount of cash that is

- A. used to pay for incidental purchases.
- B. used when EFTPOS is not working.
- C. kept in the office in case the float is short.
- D. kept in the register to give change to customers.

**Question 25**

A customer who is booking a birthday event in a private room at a restaurant may have to pay a

- A. refund.
- B. deposit.
- C. premium.
- D. disbursement.

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**END OF SECTION A  
TURN OVER**

**SECTION B****Instructions for Section B**

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

**Question 1** (5 marks)

Buffet service is often used in restaurants, cafes and function centres.

- a. Identify **one** event or occasion where buffet service would be appropriate. 1 mark

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- b. List **two** advantages of buffet service. 2 marks

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- c. List **two** disadvantages of buffet service. 2 marks

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**Question 2** (4 marks)

Collecting data can be of benefit to a hospitality business.

From the list below, select two forms of data and describe how this data can be used:

1. customer information and feedback
2. bestselling menu items
3. number of customers who choose the à la carte menu compared to the set menu
4. proportion of revenue related to food sales compared to beverage sales

Selection no.



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Selection no.



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**Question 3** (4 marks)

A team meeting is to be held to assist with developing a new dinner menu. There are many things to consider when selecting items for a menu.

List **four** things that should be taken into account.

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**Question 4** (6 marks)

Equipment and service items need to be checked before the service period commences.

Complete the table below by identifying two checks for the equipment or service item listed. An example has been given for each.

Equipment/Service item	What to check
glassware	Example: Glassware is clean. 1. 2.
condiments/accompaniments	Example: Serviceware is clean. 1. 2.
point-of-sale (POS) equipment	Example: Any changes to menu item prices have been updated. 1. 2.

**Question 5** (6 marks)

Provide a detailed definition for each of the following items used when making beverages.

- Knock box \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- Coffee grinder \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- Tisane \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**DO NOT WRITE IN THIS AREA**

**Question 6** (6 marks)

Complete the table below by filling in the missing information that relates to three beverages.

Name of beverage	Ingredients	Method	Glassware	Garnish
virgin pina colada	pineapple, coconut milk		colada glass	
	Angostura bitters, lime juice cordial, lemonade	build		lemon slice
virgin caipiroska	mint leaves, lime, sugar, soda or lemonade			mint leaves and lime

**Question 7** (3 marks)

Before serving beverages to customers, a server will use some of their senses to check and evaluate every drink made.

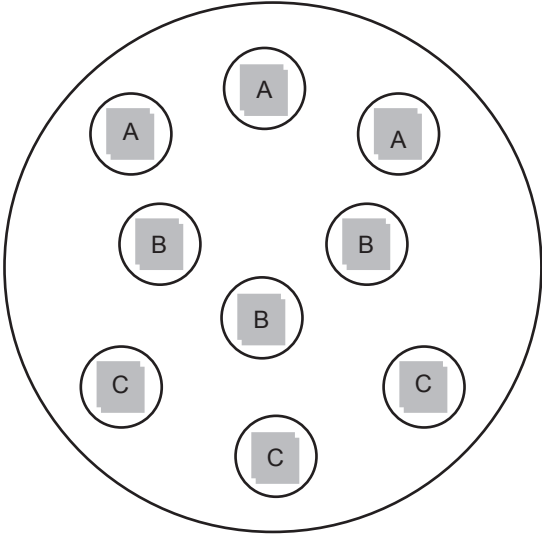
For each of the senses listed in the table below, provide one example of what the server will check for.

Sense	What the server will check for
sight	
smell	
touch	

**Question 8** (3 marks)

An experienced server is required to carry a tray of nine drinks.

Use the diagram below to determine the safest positions for carrying different types of glasses (labelled A, B and C) on the tray. Complete the table by placing the letters A, B or C in the correct box in the ‘safest position’ column. Use each letter only once.

Aerial view of drink tray	Type of glass	Safest position
<p style="text-align: center;">side of tray furthest from server’s body</p>  <p style="text-align: center;">side of tray closest to server’s body</p>	the tallest glasses	
	the smallest or lightest glasses	
	the heaviest glasses	

**Question 9** (2 marks)

Identify two benefits of verbally explaining specials to customers rather than relying on the daily specials board.

1. \_\_\_\_\_
- \_\_\_\_\_
2. \_\_\_\_\_
- \_\_\_\_\_

**DO NOT WRITE IN THIS AREA**

**Question 10** (4 marks)

A customer has asked the waiter for more information about one of the daily specials, 'steak frites'.

How should the waiter describe this dish so that it appeals to the customer?

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DO NOT WRITE IN THIS AREA

**Question 11** (5 marks)

- a. 'All food is prepared in our kitchen, where nuts, gluten, dairy and other allergens are present.'

Explain why the warning above may appear on a menu.

1 mark

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- b. A guest has an allergy to nuts.

Describe two actions that should be taken by restaurant staff at each stage given below to ensure that the guest's health is not compromised.

4 marks

- At the time of making the reservation

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- When the meal is ordered and served to the guest

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**Question 12** (18 marks)**ECLIPSE****Entree**

Homemade **minestrone** with rustic bread

**Vegetable tempura** with mixed spices and chilli sauce

Sugar-cured **ocean trout** and Asian pickles with fennel and horseradish sauce

**Arancini** with broad beans, mint and fetta

Seared **scallops** with dill brioche and a light mustard sauce

**Linguini** with blue cheese, pear and walnuts

**Main course**

Slow-cooked beef and wild mushroom **risotto**

Warm salad of **chickpeas**, roasted peppers, red onion and green beans with a lime and chilli dressing

**Lamb shank** with a port and red wine sauce

Basil and ricotta stuffed **chicken** breast served with pine nut mash and tomato confit

Parmesan and olive encrusted **salmon** with roasted asparagus

Char sui **pork fillet** with mango salsa and Asian greens

**Dessert**

Berry **semifreddo** with strawberry coulis and salted pistachios

Steamed **passionfruit and tangelo pudding** with rosewater ice-cream and blood orange sauce

**Summer pudding**

Salted caramel **chocolate tartlet**

Roasted **pears** with espresso cream

- a. Refer to the menu on page 15. The food docket below indicates which entrees and main courses have been ordered by a group of customers.

Quantity	Item	Cover number	
1	linguini	1	
2	minestrone	2, 4	
1	vegetable tempura	3	
1	chicken	1	
1	lamb shank	2	
1	chickpeas	3	
1	salmon	4	
Table: 6	Covers: 4	Time: 7 pm	Server: Chris

Based on the order, complete the table below to identify the **additional** cutlery that will need to be added to the à la carte table setting.

4 marks

Cover number	Additional cutlery
1	
2	
3	
4	



b. There is a wide range of allergies and intolerances that affect what customers may or may not consume. Use the key words in bold type on the menu on page 15 to answer both parts of this question.

i. List the meal selections that would be **inappropriate** for a customer with a nut allergy. 2 marks

Entree \_\_\_\_\_

Main course \_\_\_\_\_

ii. Suggest appropriate recommendations from the menu for customers with the following dietary requirements or intolerances. 6 marks

- Wheat (gluten) intolerance

Entree \_\_\_\_\_

Dessert \_\_\_\_\_

- Dairy (lactose) intolerance

Main course \_\_\_\_\_

Dessert \_\_\_\_\_

- Vegan

Entree \_\_\_\_\_

Main course \_\_\_\_\_

- c. i. For taxation purposes, a guest has requested a written receipt for their lunch.

Using the information from the food docket in **part a.** and the additional information in Table 1 below, complete the receipt on page 19 by performing calculations to fill in the blank spaces. The food order has been subtotalled for you.

5 marks

**Table 1**

<b>Additional information</b>		
Prices do not include GST.		
Date 14/10/2018		
The method of payment was cash with 6 × \$50 notes.		
Beverages ordered as below.		
<b>Quantity</b>	<b>Item</b>	<b>Price (each)</b>
2	lemon, lime and bitters	\$4.00
2	house white (glass)	\$8.00
4	coffees	\$5.00

DO NOT WRITE IN THIS AREA

**Receipt**

Eclipse 123 Alphabet St Melbourne VIC 3000 ABN: 12 123 1234			
Date:		Table:	
Server:		Covers:	
No.	Item	Amount	Total
2	minestrone	\$9.50	\$19.00
1	linguini	\$16.50	\$16.50
1	vegetable tempura	\$14.00	\$14.00
1	chicken	\$22.00	\$22.00
1	lamb shank	\$24.00	\$24.00
1	chickpeas	\$18.50	\$18.50
1	salmon	\$27.00	\$27.00
3	summer pudding	\$11.50	\$34.50
1	chocolate tartlet	\$12.00	\$12.00
		<b>Subtotal food</b>	<b>\$187.50</b>
		<b>Subtotal food and beverage</b>	<b>\$231.50</b>
		<b>GST</b>	
		<b>Total inc. GST</b>	
		<b>Received</b>	<b>\$300.00</b>
		<b>Change</b>	<b>\$45.35</b>

- ii. In Table 2 below, identify the breakdown of denominations for the change of \$45.35 to be returned to the customer, so that the customer receives the least number of notes and coins possible.

1 mark

**Table 2**

Coin	Number given	Note	Number given
5 c		\$5	
10 c		\$10	
20 c		\$20	
50 c		\$50	
\$1		\$100	
\$2			

**Question 13** (3 marks)

Outline **three** reasons why a shift handover is important for an incoming waiter.

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**Question 14** (3 marks)

The standard practice for clearing tables is to wait until all guests have completed their meals. However, there are times when a customer’s actions may indicate to the attendant that they should clear the customer’s plate immediately.

List **three** actions that an attendant may observe.

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**Question 15** (4 marks)

Explain the difference between a group handle and a group head, and describe how these two items of equipment are used together to produce espresso coffee.

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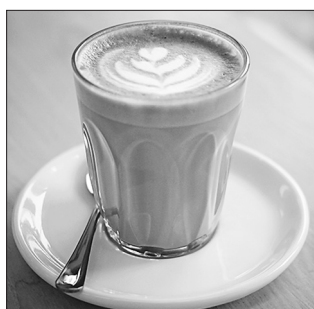
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**Question 16** (3 marks)

Complete the blank spaces below by providing the proportion of ingredients for the pictured coffee beverages.



Source: happydancing/Shutterstock.com

1. latte

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Source: YKTR/Shutterstock.com

2. cappuccino

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Source: wsantina/Shutterstock.com

3. short black

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**Question 17** (2 marks)

The lunch service has just finished and the supervisor has asked the beverage attendant to clean the espresso coffee machine, place the steam wand in a glass of water and leave it to soak until the dinner service.

- a. Why is it incorrect to soak the steam wand? 1 mark

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- b. What is the correct way to clean the steam wand? 1 mark

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**Question 18** (3 marks)

When preparing coffee beverages or cleaning the espresso machine, consideration must be given to ways of minimising wastage and reducing the consumption of water and energy.

Describe how a barista can work effectively to reduce the environmental impact of each of the following.

- Wastage \_\_\_\_\_

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- Energy use \_\_\_\_\_

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- Water use \_\_\_\_\_

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**Question 19** (5 marks)

Gas from gas bottles is used to add carbonation (bubbles) to post-mix soft drinks.

- a. List the two other components of post-mix soft drinks. 2 marks

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- b. When setting up post-mix gas bottles, what document could a beverage attendant refer to in order to carry out this task safely? 1 mark

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- c. List **two** precautions that a beverage attendant needs to take when handling gas bottles. 2 marks

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**Question 20** (6 marks)

A cashier is working in a busy, casual dining establishment where customers come to the counter to pay.

After receiving their change, a customer complains that the change is incorrect and they are owed an additional \$20.

- a. What steps should the cashier take to rectify the issue and deal with other customers who are waiting to pay? 4 marks

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- b. Other than counting the change out loud to the customer, describe **two** actions the cashier could have taken that may have prevented the complaint. 2 marks

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**END OF QUESTION AND ANSWER BOOK**