

STUDENT NUMBER Letter

VCE VET HOSPITALITY

Written examination

Wednesday 6 November 2019

Reading time: 11.45 am to 12.00 noon (15 minutes)

Writing time: 12.00 noon to 1.30 pm (1 hour 30 minutes)

QUESTION AND ANSWER BOOK

Structure of book

Section	Number of questions	Number of questions to be answered	Number of marks
A	25	25	25
B	18	18	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 21 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

Service staff may sometimes be consulted by the manager or the chef about new food items for upcoming menus because they have knowledge of

- A. the cost of ingredients.
- B. budgets and profit margins.
- C. customer tastes and preferences.
- D. required equipment and recipes.

Question 2

A cafe sells food and beverages via a small takeaway window facing a busy pedestrian walkway.

Which one of these items attracts the goods and services tax (GST)?

- A. apples
- B. salad rolls
- C. coffee beans
- D. bottles of water

Question 3

Which one of the following dishes would best complement a mango lassi?

- A. tom yum
- B. nasi goreng
- C. rogan josh
- D. chow mein

Question 4

When preparing a mocktail, adding the ice to the blender after the liquid ingredients will help to ensure that the

- A. blender does not overflow.
- B. correct amount of ice is used.
- C. ice does not stick to the blades.
- D. ratio of ice to liquid ingredients is correct.

Question 5

Hospitality establishments aim to minimise waste when making beverages in order to maximise profitability. One way in which staff can help to achieve this aim is by

- A. following standard recipes that list ingredient quantities.
- B. preparing garnishes and accompaniments prior to service.
- C. checking that there are sufficient supplies for the service period.
- D. making all of the same type of drink at one time for different orders.

Question 6

Source: Bashutskyy/Shutterstock.com

What type of glass is shown above?

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

Question 7

Which one of the following meals would be a suitable recommendation for a gluten (wheat) intolerant customer?

- A. tomato, feta and basil bruschetta
- B. spicy Vietnamese rice noodle soup
- C. roast pumpkin, parmesan and sage tart
- D. ravioli with blue cheese, pear and walnuts

Question 8

Which one of the following soups should an attendant advise a customer to **avoid** if they are allergic to seafood?

- A. borsch
- B. gazpacho
- C. vichyssoise
- D. bouillabaisse

Question 9

A chef has informed the food and beverage staff that they have an oversupply of a particular menu item. Which one of the following would be an effective method of promoting sales of this item?

- A. Use suggestive selling techniques.
- B. Inform customers of the oversupply.
- C. Describe this item in detail to customers.
- D. Amend the price of this item on the specials board.

Question 10

Which one of the following is an example of a food service trend?

- A. increasing numbers of food trucks and street vendors
- B. varying menu items to suit customer preferences
- C. the opening of more vegetarian restaurants
- D. menus catering for international tourists

Question 11

When is the most appropriate time to provide customers with the cutlery needed for their order?

- A. before customers arrive
- B. just before serving the meals
- C. after placing meals on the table
- D. after placing the order with the kitchen

Question 12

A food and beverage attendant has entered a dietary alteration into the point-of-sale (POS) system. Which one of the following actions should the food and beverage attendant take to ensure the dietary request is accommodated by the kitchen staff?

- A. No action is required.
- B. Inform the chef about the required alteration.
- C. Inform the supervisor about the request to alter the meal.
- D. Check with the chef that the alteration has been made when collecting the meal from the pass.

Question 13

Kitchen staff have advised the food and beverage attendant that the meals are ready for a table of four; however, only three of the four meals are at the pass.

The most appropriate action for the food and beverage attendant to take is to

- A. deliver the three meals and say nothing to the customers.
- B. deliver the three meals and explain to the customers that one meal has been delayed.
- C. walk slowly to the table in the hope that the delayed meal will be ready soon.
- D. inquire how long the delayed meal will be and then decide on an appropriate action.

Question 14

A food and beverage attendant is ready to collect three meals from the pass to deliver to a table with seven customers. The customers seated at positions 1, 2 and 3 already have their meals. The remaining meals are as follows:

- position 4 – chicken parmigiana
- position 5 – steak
- position 6 – five-minute delay on risotto
- position 7 – calamari

In which order should the attendant remove the meals from the pass to be able to deliver the meals in sequential order to the correct customer positions?

- A. 7, 5, 4
- B. 7, 6, 5
- C. 4, 5, 7
- D. 4, 5, 6

Question 15

A group of customers is sharing a variety of dishes.

In most establishments, when would an empty share plate be removed from the table?

- A. after clearing the customer plates
- B. before clearing the customer plates
- C. not until all share plates have been finished
- D. immediately after the share plate has been finished

Question 16

Irish breakfast tea is classified as which one of the following types of tea?

- A. red
- B. black
- C. white
- D. green

Question 17

To produce a quality pot of tea, the appropriate amount of time for the tea to infuse is

- A. 0–1 minute.
- B. 1–2 minutes.
- C. 3–5 minutes.
- D. 6–8 minutes.

Question 18

Which one of the following is a mise en place task for coffee service?

- A. Dispense coffee into the filter basket.
- B. Remove coffee beans from the hopper.
- C. Check that chocolate shakers are clean and filled.
- D. Knock out coffee grounds from the group handle.

Question 19

When preparing an espresso machine before service, a test extraction would be completed to

- A. ensure the correct size of grind.
- B. check that the machine is working.
- C. ensure that the milk foams correctly.
- D. allow the barista to practise making coffee.

Question 20

Which one of the following coffees is made with an espresso base?

- A. piccolo latte
- B. French press
- C. percolated
- D. filtered

Question 21

When making an espresso coffee, which one of the following factors could be the cause of a lack of crema and an extraction time that is too fast?

- A. The water temperature is incorrect.
- B. The dose was not sufficiently tamped.
- C. The machine was not cleaned properly.
- D. The coffee beans were ground too finely.

Question 22

The steam wand on an espresso machine is purged before starting to texture the milk to

- A. expel bacteria and old milk.
- B. ensure the steam wand is hot.
- C. test the direction of the steam.
- D. make sure there is enough steam.

Question 23

A customer's order is \$76.98 in total. The customer has paid \$80.00 in cash.

Which one of the following is the correct change to give to the customer?

- A. \$3.00
- B. \$3.02
- C. \$3.05
- D. \$3.50

Question 24

For security reasons, when balancing the cash register at the end of service, it is most appropriate to count the cash

- A. when there are no customers left in the restaurant.
- B. at the cashier's counter in the restaurant.
- C. when a supervisor is present to observe.
- D. in a locked office.

Question 25

The most important consideration when completing the cash reconciliation is to

- A. count the tips.
- B. count the cash out loud.
- C. record the cash amount accurately.
- D. give the correct change to customers.

DO NOT WRITE IN THIS AREA

**END OF SECTION A
TURN OVER**

SECTION B

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

Question 1 (4 marks)

Identify **four** types of services or information that a customer may access on a restaurant’s website.

Question 2 (3 marks)

List three factors that would positively affect the ambience of a restaurant and provide one example to support each factor.

Factor	Example

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Question 3 (6 marks)

Provide a detailed definition of each of the following.

- Safety data sheet (SDS) _____

- Crema _____

- Mocha _____

Question 4 (6 marks)

A food and beverage attendant commences work one hour before the restaurant opens. The tables have already been set.

List **six** tasks that the attendant would be expected to attend to prior to the start of the service period. Do **not** include bar tasks or tasks related to setting the ambience.

Question 5 (2 marks)

A restaurant has two sittings. The first sitting is from 6 pm until 8 pm and the second sitting is from 8 pm until 10 pm.

A group of four customers arrives 30 minutes late for their 6 pm sitting.

Suggest how a food and beverage attendant could show understanding and ensure customer satisfaction while still following the restaurant's requirement for table turnover within two hours.

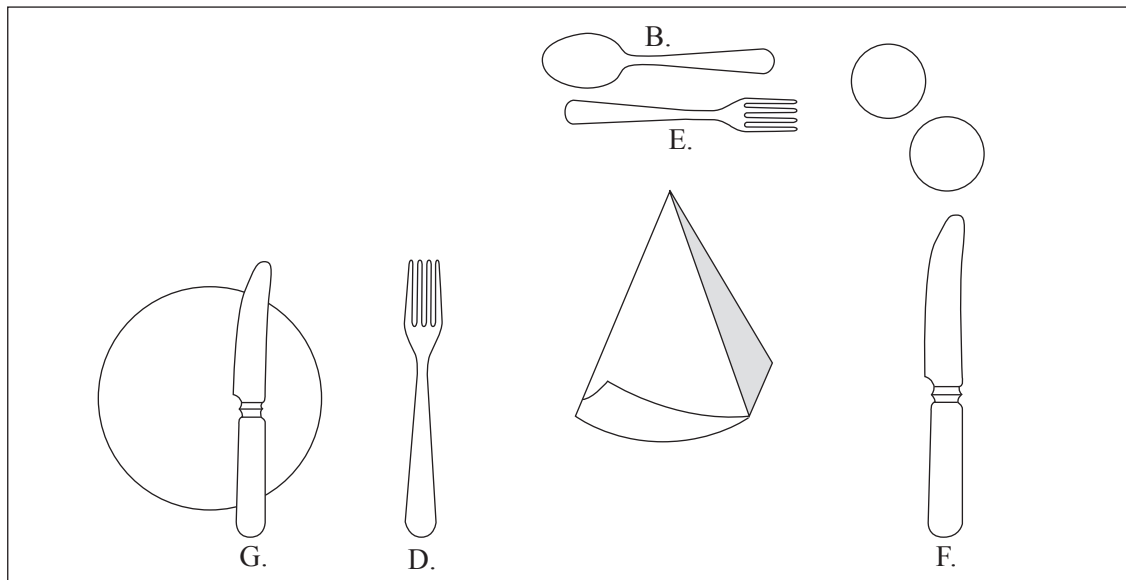
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Question 6 (4 marks)

The organisers of a function have chosen the following meals for a set menu:

- entree – minestrone
- main course – spaghetti ratatouille
- dessert – white chocolate and raspberry gelato

Each table has been set as shown in the diagram below.



The supervisor notices that errors have been made in the table setting and needs to direct the food and beverage attendants to fix the issues before customers arrive.

A. soup spoon	B. dessert spoon	C. teaspoon	D. main fork	E. entree fork	F. main knife	G. entree knife

Complete the table below by identifying the changes required to the table setting to suit the set menu. Use the corresponding letter (A.–G.) for the cutlery options provided above.

Cutlery to add	Cutlery to remove
1.	1.
2.	2.

Question 7 (32 marks)**The Evered Inn****Entrees**

- Pumpkin and **rice balls** with peas and mozzarella (V, NF)
- Pan-fried **saganaki** with balsamic reduction and lemon (V, GF, NF)
- Button **mushrooms**, crumbed and deep-fried, with sweet chilli sauce (V, DF, NF)
- Falafel** with diced tomato, cucumber and mint sauce (V, VG, DF)
- Duck liver **parfait** with toasted brioche, pickled celeriac and toasted hazelnuts
- Fried **whitebait** rolled in polenta with aioli (GF, DF)
- Grilled **chicken wings**, marinated in BBQ sauce, served with sour cream and chives (GF, NF)

Mains

- Chicken, bacon and mushroom **risotto** with a creamy white wine sauce, herbs and parmesan (GF, NF)
- Tiger prawn **linguini** with chilli, garlic, cherry tomatoes and pesto (DF)
- Pan-fried **calamari** with pistachio crumb and a grapefruit citrus salad, served with tartare sauce (GF, DF)
- Red lentil and cauliflower **curry** with basmati rice and naan bread (DF, NF, V, VG)
- Beer-battered **rockling** with herb hollandaise, shaved fennel and dill (NF)
- Chicken **parmigiana** topped with a Napoli sauce, Gypsy ham, melted cheese and your choice of one side dish (NF)
- Chargrilled rib eye **steak** with bearnaise sauce and fried onion rings (GF, NF)
- Crispy-skinned **pork** belly with corn croquette, radicchio and apple sauce (DF, NF)

Sides

- Hand-cut kipfler potato **chips** (GF, NF, DF, V, VG)
- Chargrilled **asparagus** with parmesan gratin (NF, V)
- Grilled **fennel** with pickled radish and carrots (GF, NF, DF, V, VG)
- Mascarpone, parsnip and sweet potato **marsh** (GF, NF, V)
- Greek salad** of tomato, cucumber, Spanish onion, olives, feta and a balsamic dressing (GF, NF, V)

Desserts

- Evered mess** with whipped cream and raspberry coulis (GF, V)
- Bread and butter **pudding** served with vanilla bean ice cream (V)
- Apple **strudel** served with Chantilly cream (V)
- Almond and coconut lemon syrup **cake** with lemon curd (GF)
- Basil, lime and mango **sorbet** with candied orange (GF, DF, V, VG)

Key

- GF – gluten free
- DF – dairy free
- NF – nut free
- V – vegetarian
- VG – vegan

- a. The menu items in the table below appear on the Evered Inn menu on page 12.

Complete the table below. Rockling has been completed as an example.

6 marks

Menu item	Main ingredient	Cooking/ preparation method	Origin of cuisine	Not suitable for	Example of variation to suit specific need
rockling	<i>fish</i>	<i>fried</i>	<i>English</i>	<i>egg allergy</i>	<i>no sauce</i>
Greek salad	salad		Greek	vegan	
risotto			Italian	vegetarian	mushrooms only
curry	vegetables	simmered		coeliac	

- b. Refer to the Evered Inn menu on page 12. List two main course items that could be served as an entree-sized portion and explain why.

4 marks

1. _____

2. _____

- c. i. The Evered Inn is well known for its chicken parmigiana, which has the highest number of sales every month.

How should the food and beverage attendant, Chris, describe this popular meal to a customer who has not visited the restaurant before?

4 marks

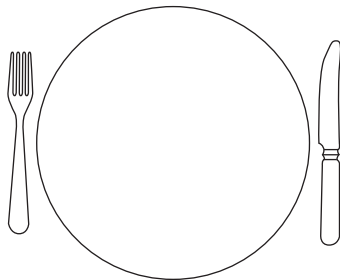
- ii. The customer ordering the chicken parmigiana tells Chris that they are dairy intolerant.

Give **two** examples of advice that Chris could provide for the customer.

2 marks

- iii. Mark the plate below with an X to indicate the correct position of the chicken parmigiana on the plate when serving the dish to the customer.

1 mark



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- d. Refer to the Evered Inn menu on page 12. At 6.30 pm Chris took the following order for customers at table 3.

Cover	Entree	Main
1	whitebait	parmigiana
2	falafel	steak (M)
3	saganaki	pork
4	falafel	calamari

Complete the order accurately on the docket below.

4 marks

The Evered Inn

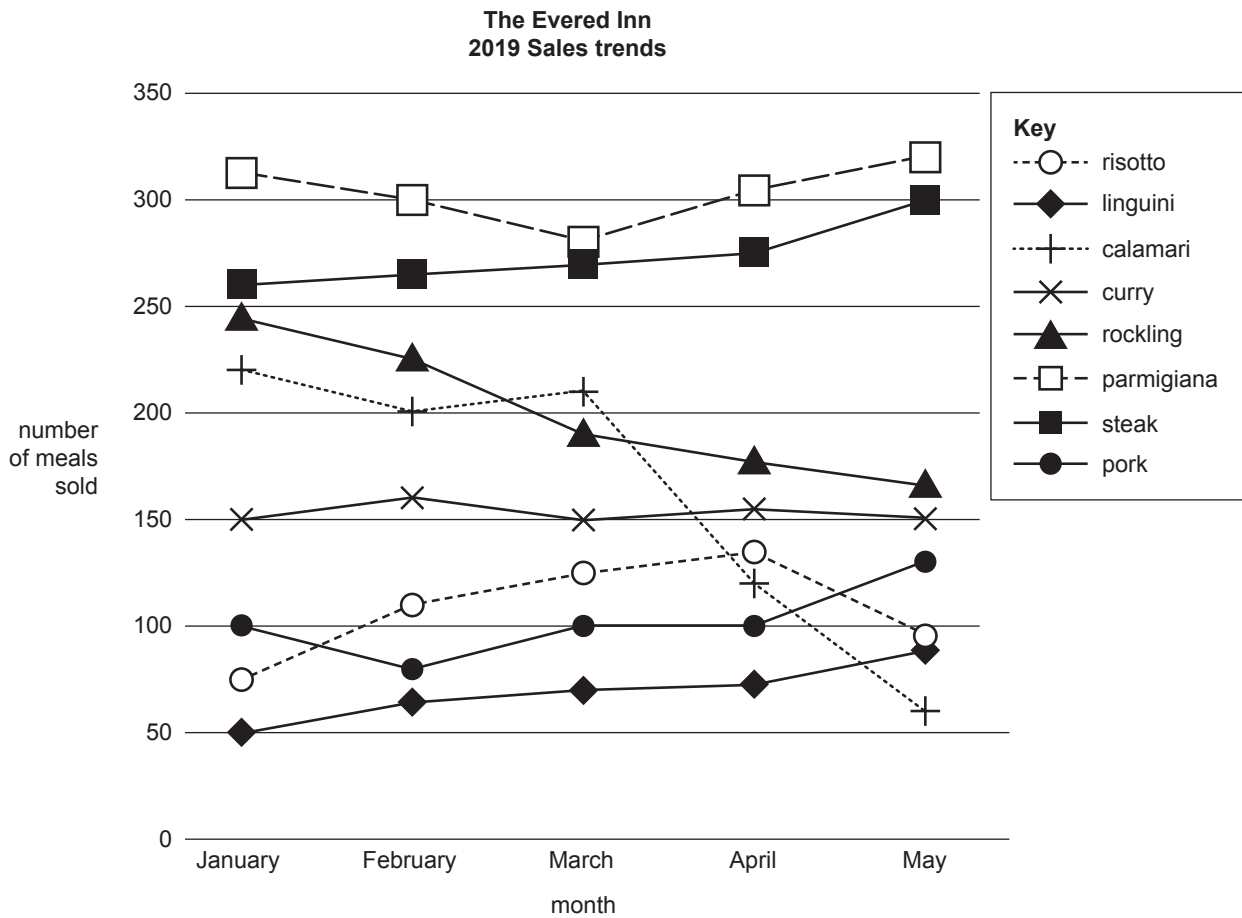
Quantity	Order	Covers
Table:	Covers:	Time:
		Waiter: <i>Chris</i>

- e. In addition to a complete and accurate food docket, list **four** other factors that Chris should consider when taking and processing food orders. 4 marks

- f. List **three** service protocols that Chris should consider when providing cutlery to customers to suit their order. 3 marks

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- g. The following data has been collected from the Evered Inn’s point-of-sale (POS) system for the first five months of the year.



Use the data for sales trends in the graph above to answer the following questions.

- i. Which menu item was the least popular? 1 mark

- ii. Which menu item was the most consistent in sales? 1 mark

- iii. Which menu item has had a significant drop in sales? Provide an explanation for why this may have occurred. 2 marks

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Question 8 (3 marks)

A food and beverage attendant is collecting meals from the pass to be delivered to a customer's table.

Describe **three** details that must be checked by the attendant before they remove the meals from the pass.

Question 9 (3 marks)

When clearing plates, a food and beverage attendant notices that there is a significant amount of steak left uneaten.

a. What should the attendant do in this situation?

1 mark

b. Describe **two** reasons why the response in **part a.** is important for a restaurant.

2 marks

Question 10 (4 marks)

A group of customers who are waiting for hot desserts need to leave by 8 pm to attend a show at a nearby theatre. At 7.40 pm the chef advises that there is a 15-minute delay on hot desserts.

Explain the procedures that a food and beverage attendant should follow and the alternative options the attendant could suggest to these customers.

Question 11 (3 marks)

Australia has standard colours for mobile waste and recycling bins.

The table below lists the different bin colours for different types of waste.

Type of waste	general waste	mixed recycling	food waste	garden waste/ organics	paper/ cardboard	glass
Bin colour	red	yellow	burgundy	lime green	blue	n.a. (would go in recycling)

Using the standard bin colours in the table above, identify the correct bin colour for each item of waste listed in the table below.

Waste item	Bin colour
empty soft drink cans	
used coffee pods	
flowers from table vases	

Question 12 (2 marks)

- a. After opening a packet of coffee beans, what is the correct way to store them? 1 mark

- b. Why is it important to store coffee this way? 1 mark

Question 13 (4 marks)

When texturing milk, a barista will monitor the process and make adjustments to ensure a quality outcome.

Explain what the barista is looking for and listening to during this process.

visually (looking)	1.
	2.
aurally (listening)	1.
	2.

Question 14 (3 marks)

A customer has ordered a tropical fresh fruit mocktail.

- a. What method would be used to prepare this mocktail? 1 mark

- b. What glass would be the most appropriate for this drink? 1 mark

- c. Suggest a suitable garnish for this drink. 1 mark

Question 15 (4 marks)

Source: Olga Popova/Shutterstock.com

- a. What is the name of the item of equipment shown above? 1 mark

- b. What is the purpose of this item of equipment? 1 mark

- c. Complete the steps for cleaning this item of equipment. 2 marks

1. *Rinse to remove any residue.*

2. _____

3. *Rinse with warm water.*

4. _____

DO NOT WRITE IN THIS AREA

Question 16 (4 marks)

List **four** functions that a POS system can perform.

Question 17 (4 marks)

Electronic ordering systems are frequently used in restaurants. These systems may be installed on devices such as, but not limited to, iPads and smartphones.

- a. List **two** advantages for a restaurant of using an electronic ordering system. 2 marks

- b. List **two** disadvantages for a restaurant of using an electronic ordering system. 2 marks

Question 18 (4 marks)

A customer is considering ordering the warm Thai beef salad from a lunch menu.

The menu item is described as follows: ‘Fresh salad of Asian greens, topped with tender slices of rare beef and a Thai-style dressing.’

The customer asks for the beef to be cooked ‘well done’ rather than ‘rare’ as traditionally prepared.

Explain how the food and beverage attendant should respond to the customer and what action they should take.

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