

STUDENT NUMBER           Letter

# VCE VET HOSPITALITY

## Written examination

Thursday 19 November 2020

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	19	19	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 20 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**

The most reliable way to research food trends and new products is to

- A. talk to friends and family.
- B. attend trade shows and food tastings.
- C. discuss cooking methods and menu items with customers.
- D. provide dietary information on menus for customers.

**Question 2**

A restaurant is implementing a new summer menu. The menu contains the following ingredients: taleggio, roquefort and gouda.

How might a food attendant research these ingredients and understand their sensory characteristics?

- A. Visit a butcher.
- B. Read magazines about edible flowers.
- C. Visit a cheese room and participate in a tasting session.
- D. Refer to websites for local fruit and vegetable growers.

**Question 3**

Which of the following would best describe the sensory characteristics of pickled cauliflower?

- A. sour and firm
- B. bitter and soft
- C. sweet and soft
- D. sweet and crunchy

**Question 4**

A customer has asked about beverages that are lactose free.

Without altering the beverages, which of the following selections should an attendant offer?

- A. milkshake, fresh juice, herbal tea, bloody mary
- B. banana smoothie, lassi, black tea, Shirley Temple
- C. iced tea, lemon squash, macchiato, Earl Grey tea
- D. raspberry soda, orange juice, herbal tea, ristretto

**Question 5**

Which one of the following items of equipment would be required when making a mango lassi?

- A. tamp
- B. blender
- C. muddling stick
- D. Hawthorne strainer

**Question 6**

What is the most common way to prepare a mocktail in which the main ingredients are lime wedges, sugar and mint?

- A. muddle
- B. shake
- C. blend
- D. juice

**Question 7**

A customer asks for a breakfast that is wheat free.

Which of the following menu items would be suitable?

- A. chilli scrambled eggs on sourdough
- B. Bircher muesli served with almond milk
- C. toasted puffed rice served with coconut yoghurt
- D. pancakes with mascarpone cheese and vanilla sorbet

**Question 8**

People with nut allergies are often also allergic to products containing sesame seeds.

Which one of the following dips would not be appropriate to recommend to a customer with a nut and sesame allergy?

- A. tzatziki
- B. hummus
- C. avocado
- D. taramasalata

**Question 9**

A Greek salad is made with chopped tomatoes, sliced cucumbers, onion, feta and olives, and is seasoned with salt, oregano and olive oil.

A waldorf salad is traditionally made with fresh celery, apples and walnuts, dressed in mayonnaise and served on a bed of lettuce.

Are these salads suitable for vegans?

- A. Only one of the salads is suitable.
- B. Both salads are suitable, with no alterations required.
- C. Neither salad is suitable as too many alterations must be made.
- D. Both salads are suitable if one item is removed from each salad.

**Question 10**

Which one of the following best describes buffet service?

- A. large platters placed in the middle of the table
- B. attendants serving from a platter to each guest's plate
- C. guests serving themselves from a bain-marie or table
- D. individually plated meals delivered directly from the kitchen

**Question 11**

Which one of the following sauces or condiments is suitable to recommend to accompany a chargrilled steak?

- A. mayonnaise
- B. mushroom
- C. mornay
- D. soy

**Question 12**

How many minutes after delivering meals should an attendant return to check customer satisfaction?

- A. 1
- B. 3
- C. 6
- D. 10

**Question 13**

A customer is lactose intolerant.

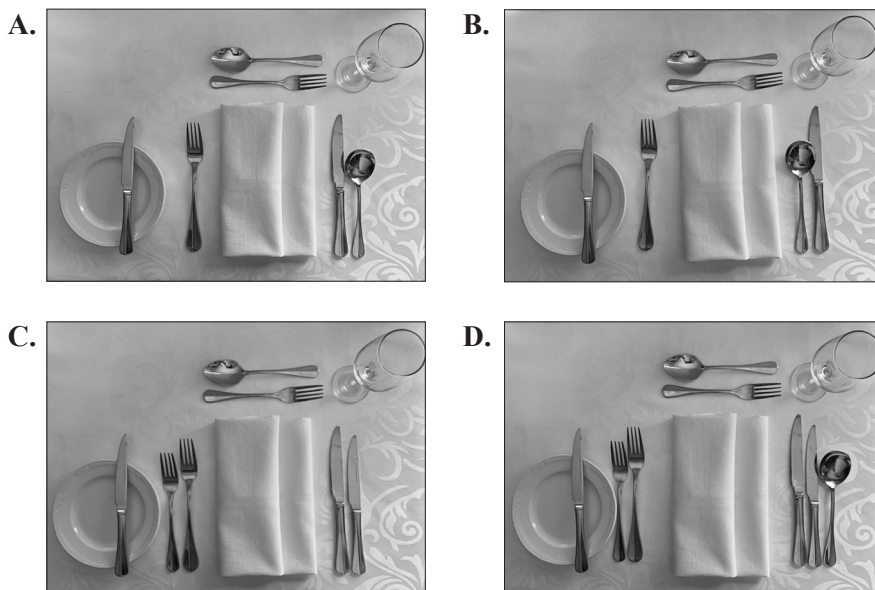
Which one of the following should be communicated to the chef about the customer's meal requirements?

- A. low fat
- B. no nuts
- C. gluten free
- D. dairy free

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**Question 14**

The following courses are being served at a function: roasted pumpkin soup, beef Wellington and lemon tart. Which one of the following shows the appropriate table setting?

**Question 15**

A table has been set with an à la carte cutlery setting. A customer orders a pesto linguini for their entree and a warm chicken salad for their main course.

Which one of the following cutlery adjustments should be made by the attendant?

	Entree	Main course
A.	entree fork and spoon	no adjustment
B.	soup spoon	steak knife
C.	entree fork and knife	no adjustment
D.	entree fork	main fork and dessert spoon

**Question 16**

When using the three-plate carrying technique, how many plates are carried in the non-dominant hand?

- A. one plate
- B. two plates
- C. three plates
- D. four plates

**Question 17**

A food and beverage attendant clears an empty, disposable, plastic-lined (polyethylene) coffee cup from an outside table.

Which waste bin would be the most appropriate for disposing of the cup?

- A. food
- B. recycling
- C. general
- D. hazardous

**Question 18**

Coffee is to be served at a morning tea for 300 people.

Which one of the following methods would be the most efficient to serve coffee to this large group in the shortest amount of time?

- A. plunger
- B. espresso
- C. percolating urn
- D. cold-drip brewing

**Question 19**

The function of the group head on an espresso machine is to

- A. release steam under pressure to texture milk.
- B. grind and dispense coffee into measured doses.
- C. dispose of used coffee grounds from the filter basket.
- D. filter hot water through the ground coffee to create an espresso.

**Question 20**

How often should the steam wand on an espresso machine be purged and wiped clean?

- A. four times a day
- B. at the end of each shift
- C. each time milk is textured
- D. before service commences

**Question 21**

Backflushing an espresso machine requires the use of which item?

- A. tamp
- B. blind filter
- C. filter paper
- D. tamping mat

**Question 22**

During busy service periods, management periodically removes cash from the register. This is known as a cash skim.

The purpose of a cash skim is to

- A. increase the amount of change in the register.
- B. decrease the amount of cash for security reasons.
- C. make small petty cash purchases, such as ice or milk.
- D. ensure there is enough of each denomination in the register.

**Question 23**

A receipt for sales made in the hospitality industry must be supplied

- A. on request.
- B. for every sale.
- C. for sales in excess of \$10.00
- D. only when items attract the goods and services tax (GST).

**Question 24**

A customer has asked to split the bill equally between three different groups at one table.

If the total bill came to \$795.60, how much would each group pay?

- A. \$265.00
- B. \$256.20
- C. \$265.20
- D. \$266.30

**Question 25**

The float is separated from the takings at the end of a shift because it will be

- A. added to the tips.
- B. taken to the bank.
- C. used for staff payments.
- D. required for the next shift.

**SECTION B**

**Instructions for Section B**

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

**Question 1** (3 marks)

A group of customers arrives at a restaurant. They are wet because it has been raining.

What steps should a food and beverage attendant take to ensure that the customers are welcomed and accommodated?

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**Question 2** (4 marks)



Source: 12 Minute Athlete, <[www.12minuteathlete.com](http://www.12minuteathlete.com)>

The breakfast bowl shown above contains seasonal berries, peanut butter, banana, toasted muesli, coconut flakes and almond milk.

How should a food and beverage attendant describe, in an appealing way, the sensory characteristics of colour, flavour, consistency and texture of the contents of the breakfast bowl?

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**Question 3 (5 marks)**

The following questions relate to the item of equipment shown below, which is used to make milkshakes.



- a. List the ingredients used when making a milkshake. 1 mark

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- b. Describe the method used to make a milkshake. 1 mark

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- c. Describe how to safely and hygienically clean the item of equipment shown above. 3 marks

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**Question 4** (6 marks)

Define each of the following terms.

- Shake and strain \_\_\_\_\_

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- Steam wand \_\_\_\_\_

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- Blue steak \_\_\_\_\_

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**Question 5** (3 marks)

A restaurant’s electronic ordering system has stopped working, requiring the use of written dockets in triplicate (three copies).

Complete the table below, listing where each copy of the docket goes and the purpose of each copy.

Where the copy of the docket goes	Purpose of the copy of the docket
1.	1.
2.	2.
3.	3.

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**Question 6** (10 marks)

The table below lists some of the basic steps of food and beverage service.

Complete the table by outlining two industry service standards that relate to each service step. Do not repeat your answers or use the answers provided in the example.

Service step	Industry service standard
Take the drink order.	1. <i>Offer specials.</i>
	2. <i>Enter the order in the point-of-sale (POS) system.</i>
Deliver the drinks.	1.
	2.
Take the food order.	1.
	2.
Deliver the food.	1.
	2.
Present the bill.	1.
	2.
Farewell the guests.	1.
	2.

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**Question 7** (9 marks)

A sample order docket is shown below.

Quantity	Item	Covers	
1 ×	<i>calamari</i>	1	
2 ×	<i>wedges</i>	2, 4	
1 ×	<i>garlic bread</i>	3	
	_____		
1 ×	<i>chicken</i>	1	
1 ×	<i>beef</i>	2	
1 ×	<i>pasta</i>	3	
1 ×	<i>fish</i>	4	
Table: 5	Covers: 4	Time: 7.30	Waiter: Sam

- a. Why are cover numbers written on the right-hand side when completing a docket? 1 mark

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- b. In addition to the menu items ordered, list **four** comments that may be written in the ‘Item’ section of a docket. 4 marks

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- c. How might the information at the bottom of a docket, such as the table number, the number of covers, the time of the order and the waiter’s name, be used by a restaurant? 4 marks

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

**Question 8** (14 marks)

Use the bar snacks sharing menu below to answer the following questions.

**Bar snacks**  
**Sharing menu**

**Tacos \$5**  
Crunchy corn tacos with a choice of beef, fish or vegetarian, with shredded lettuce, cheese, guacamole and sour cream

**Mini burgers \$6**  
Beef, chicken or vegetarian burgers, tomato, lettuce, cheese

**Skewers \$4**  
Chicken, beef or vegetable skewers with satay dipping sauce

**Fries \$4**  
Chunky cut fries with aioli, tomato chutney, tzatziki

**Indian vegetarian platter \$6**  
Onion bhaji, pakora, samosa, with yoghurt and green chutney

**Asian tastes \$6**  
Rice paper roll, san choy bao, teriyaki wings

**Bruschetta \$4**  
Choose from tomato and basil, feta and mint, eggplant and olive

Prices are per person  
GST included  
Minimum share is two persons

- a. Attendants at this establishment are required to upsell bar snacks in order to increase profitability.

A table of three customers arrives at 4.45 pm. An attendant approaches their table and takes their drink order.

Outline what the attendant should say or do to encourage the customers to order food as well as beverages.

3 marks

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- b. Using the bar snacks sharing menu on page 14, complete the table below by marking with an × which menu items are **not** suitable for each dietary requirement. 5 marks

Menu item	Dietary requirement		
	Gluten intolerant	Nut allergy	Vegetarian
mini burgers			
skewers			
Indian vegetarian platter			
Asian tastes			
bruschetta			

- c. The group of customers includes a lactose-intolerant guest.  
Suggest **three** menu changes that could be made to meet this guest's dietary requirements. 3 marks

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- d. The attendant placed an order with the kitchen for the Indian vegetarian platter and the skewers.  
What should the attendant do before delivering the shared platters to the guests at the table? 3 marks

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**Question 9** (2 marks)

A chef at the pass calls, 'Pick up, table 2'. On approaching the pass, the food and beverage attendant notices that only three of the four meals ordered for table 2 are ready.

What should the attendant do?

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**Question 10** (3 marks)

When clearing plates in a casual restaurant, a food and beverage attendant is not required to follow formal protocols such as 'ladies first' or 'host last'. However, plates should be cleared professionally and in one direction only.

- a. Number the boxes below from 1 to 4 to demonstrate the order in which the attendant would clear the finished meals.

1 mark



- b. Explain the reasons for the order you have demonstrated in **part a**.

2 marks

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**Question 11** (2 marks)

What does the term 'blend' mean in relation to coffee beans? Describe how the blend may change the characteristics of the final espresso.

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**Question 12** (3 marks)

A barista starts their shift and extracts the first practice espresso shot. When checking the characteristics, the barista notices that the flavour is bitter and the shot has not extracted correctly.

Identify **three** possible reasons for this.

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**Question 13** (2 marks)

A customer requests a strong latte.

Explain which filter basket the barista should use and how this would produce the required espresso base.

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**Question 14** (8 marks)

The following table lists the components of several different kinds of espresso coffee drinks.

Complete the table by filling in the missing information. The first row has been completed as an example.

Name of drink	Component 1	Component 2	Component 3
<i>latte</i>	<i>30 mL espresso</i>	<i>topped with textured milk</i>	<i>1 cm thick dense foam</i>
long black			none
	1/3 espresso	1/3 textured milk	
piccolo latte		topped with textured milk	
	espresso base		optional dollop of foam

**Question 15** (5 marks)

The following is a list of equipment or procedures required for cleaning an espresso machine:

1. drain and rinse
2. descaling chemical
3. rinsing and scouring
4. group head cleaning brush
5. non-abrasive surface cleaner

Complete the table below by writing the number of the equipment or procedure (1–5) to be used for each cleaning task. Use each number only once.

Cleaning task	Equipment or procedure to be used (number 1 to 5)
Clean exterior.	
Clean interior.	
Clean filter baskets.	
Clean drip tray.	
Clean shower screen.	

**Question 16** (3 marks)

Tisanes can be categorised into the following types: bark, flower, fruit, leaf, root and seed.

Select three types of tisanes from the list above and provide an example of each.

Type of tisane	Example

**Question 17** (4 marks)

List four different types of financial transactions used by customers in restaurants and venues.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**Question 18** (4 marks)

Customers are lined up at the counter waiting to settle their bills. On finalisation of a transaction, the cash drawer jams and will not close.

What steps should a cashier take to ensure each of the following?

- Security of the cash \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- Continued high level of service to customers \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
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**Question 19** (5 marks)

A guest ordered their steak medium rare and has sent it back to the kitchen, stating that it is overcooked.

What steps should an attendant take to resolve this problem?

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