

STUDENT NUMBER Letter

VCE VET HOSPITALITY

Written examination

Wednesday 2 November 2022

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	17	17	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.

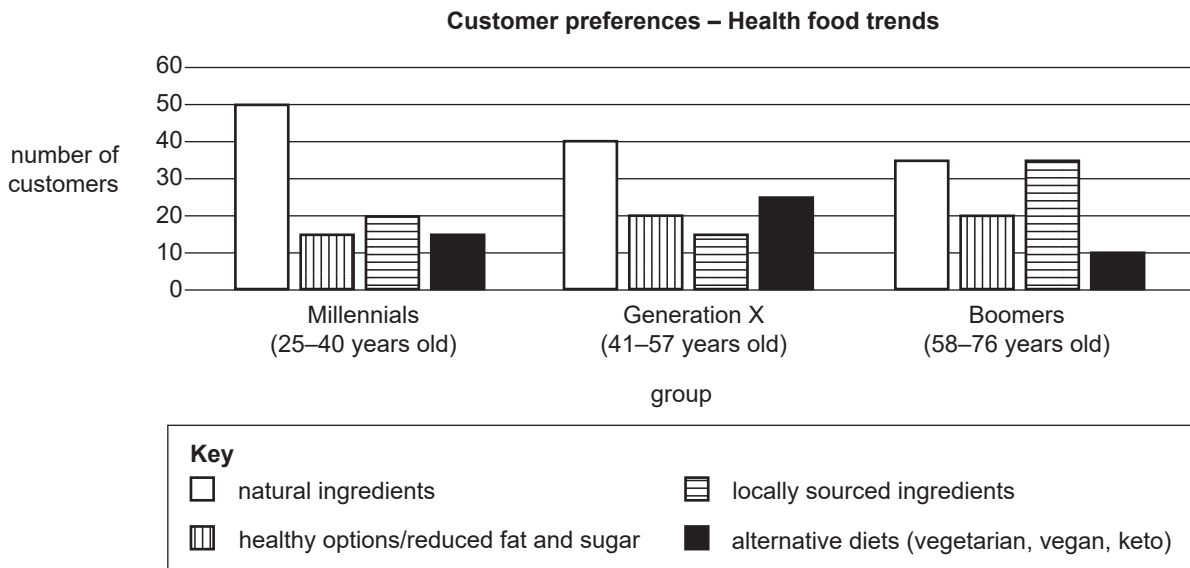
SECTION A – Multiple-choice questions

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.

Use the following information to answer Questions 1 and 2.

A cafe conducted a survey of its regular customers to obtain information about which health food trends they prefer.



Question 1

Which group or groups of customers least prefer alternative diets (vegan, vegetarian and keto)?

- A. Boomers
- B. Generation X
- C. Millennials
- D. Generation X and Millennials

Question 2

Which one of the following health food trends is highly preferred by all groups of customers?

- A. natural ingredients
- B. locally sourced ingredients
- C. healthy options/reduced fat and sugar
- D. alternative diets (vegetarian, vegan, keto)

Question 3

Which one of the following would **not** be an effective way of identifying customer taste trends?

- A. asking the customer
- B. formal questionnaires
- C. observation of customers' menu choices
- D. 'likes' on a business's social media page

Question 4

Food and beverage attendants are required to polish the cutlery for a table

- A. in view of customers.
- B. when setting the table.
- C. prior to setting the table.
- D. once placed on the table.

Question 5

When positioning tables in a restaurant, which one of the following must be checked?

- A. stability of the tables
- B. weight of the tables
- C. height of the tables
- D. colour of the tables

Question 6

When setting a cover, what is the most appropriate distance between the knife and fork, to allow sufficient space for placement of the meal?

- A. 10–15 cm
- B. 20–25 cm
- C. 25–30 cm
- D. 40–45 cm

Question 7

The purpose of a pre-service briefing is to

- A. inform staff of the service requirements, specials and floor plan.
- B. discuss how cleaning tasks will be allocated to kitchen staff.
- C. decide on the specials for the service period.
- D. complete the restaurant set-up.

Question 8

A food and beverage attendant has greeted a group of customers. The group has a reservation.

When guiding the customers to a table, the food and beverage attendant should

- A. select any empty table.
- B. take them to a predetermined table.
- C. consult the chef about where the customers should be seated.
- D. ask the customers to indicate where they would like to sit.

Question 9

Which of the following lists of items is classified as service equipment?

- A. point-of-sale (POS) system, cash register, telephone
- B. chopping boards, knives, juicer, blender
- C. hot-water urn, glass washer, coffee machine
- D. cake lifter, tongs, napkins, condiment dishes

Question 10

A customer has requested a citrus-flavoured health drink.

Which one of the following drinks should the beverage attendant suggest?

- A. lime spider
- B. lemon, lime and bitters
- C. mango and banana smoothie
- D. clementine and pink grapefruit juice

Question 11

An iced chocolate is made with chocolate syrup, milk, vanilla ice cream and cream.

What is the correct presentation style for an iced chocolate?

- A. latte glass, with a teaspoon and whipped cream
- B. milkshake glass, parfait spoon and a drizzle of chocolate sauce
- C. tall ceramic mug with whipped cream and a dusting of chocolate
- D. cocktail glass, long stirring spoon and a drizzle of chocolate sauce

Question 12

The main ingredients of a virgin pina colada are

- A. orange juice and apple juice.
- B. pineapple juice and lemon juice.
- C. orange juice and coconut cream.
- D. pineapple juice and coconut cream.

Question 13

Which one of the following is an appropriate garnish for a virgin pina colada?

- A. apple slice
- B. orange wheel
- C. lemon wedge
- D. pineapple wedge

Question 14

Which one of the following is an example of a non-espresso-based coffee?

- A. mocha
- B. frappé
- C. drip brew
- D. macchiato

Question 15

The purpose of the group handle on an espresso coffee machine is to

- A. release steam under pressure to texture milk.
- B. grind and dispense coffee in measured doses.
- C. hold ground coffee for hot water to filter through.
- D. collect used coffee grounds from the filter basket.

Question 16

Which one of the following descriptions indicates a quality crema?

- A. dark brown and creamy
- B. golden and glossy
- C. light and foamy
- D. pale and thin

Question 17

To ensure the espresso shot that they pour is of optimum quality, a barista should begin the process with

- A. fresh beans and the correct dosage.
- B. the correct dosage and matured beans.
- C. fresh beans and a very fine grind.
- D. a coarse grind and a cold machine.

Question 18

A customer has ordered a latte and requested lactose-free milk.

Which one of the following milk products would be suitable?

- A. skim or low-fat milk
- B. almond milk
- C. goat's milk
- D. UHT full-cream milk

Question 19

Which one of the following accompaniments would be appropriate for a ginger tisane?

- A. milk and lemon
- B. cream and honey
- C. lemon and honey
- D. textured milk and sugar

Question 20

Which one of the following teas does **not** contain caffeine?

- A. chai tea
- B. chamomile tea
- C. bubble tea
- D. English breakfast tea

Question 21

When providing table service, what is the most appropriate time to present the customer with their bill?

- A. before serving dessert
- B. when taking the order for mains
- C. when the customer is leaving
- D. when requested by the customer

Question 22

What is the most important step the food and beverage attendant should take when receiving the float prior to the start of service?

- A. Remove the takings from the previous shift.
- B. Count the float to ensure it is accurate.
- C. Place the larger notes under the register.
- D. Ensure the manager watches the float being placed in the register.

Question 23

A customer's bill comes to \$435.60. They have a voucher for \$150.00 and would like to charge the balance to their credit card.

How much should the food and beverage attendant process on the credit card?

- A. \$210.35
- B. \$250.00
- C. \$285.00
- D. \$285.60

Question 24

When balancing financial transactions, which one of the following should the food and beverage attendant report to management?

- A. variances outside the allowable limits
- B. variances within the allowable limits
- C. balanced reconciliation
- D. voided over-rings

Question 25

A customer returns to a restaurant, claiming their credit card was overcharged. The supervisor verifies this in the system and agrees that the customer needs to be refunded \$34.60

After apologising to the customer, what should the attendant do next?

- A. Inform the customer that it will not happen again.
- B. Refund the customer the amount in cash from the register.
- C. Advise that the \$34.60 will be refunded to their credit card.
- D. Inform the customer that they will record the amount as credit to be used at their next visit.

SECTION B**Instructions for Section B**

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

Question 1 (3 marks)

Identify **three** observations about customer preferences that a food and beverage attendant could make that may assist in menu development.

Question 2 (5 marks)

- a. Complete the table below by providing the target market for each service style listed and a reason why this service style may be selected by this target market. Do not repeat your answers.

3 marks

Service style	Target market	Reason why service style may be selected by the target market
cafe		
buffet		
fine dining		

- b. Referring to **one** of the service styles listed in the table in **part a.**, explain how an establishment can create an inviting ambience.

2 marks

Question 3 (8 marks)

When setting up and serving food from a buffet, food attendants must ensure standards for food hygiene and presentation are followed.

- a. Identify two different standards related to **food hygiene** at a buffet and provide an example for each. 4 marks

Standard 1 _____

Example _____

Standard 2 _____

Example _____

- b. Identify two different standards related to **food presentation** at a buffet and provide an example for each. 4 marks

Standard 1 _____

Example _____

Standard 2 _____

Example _____

DO NOT WRITE IN THIS AREA

Question 4 (9 marks)

Describe **three** features of each of the following menu styles.

- Set menu _____

- Carte de jour _____

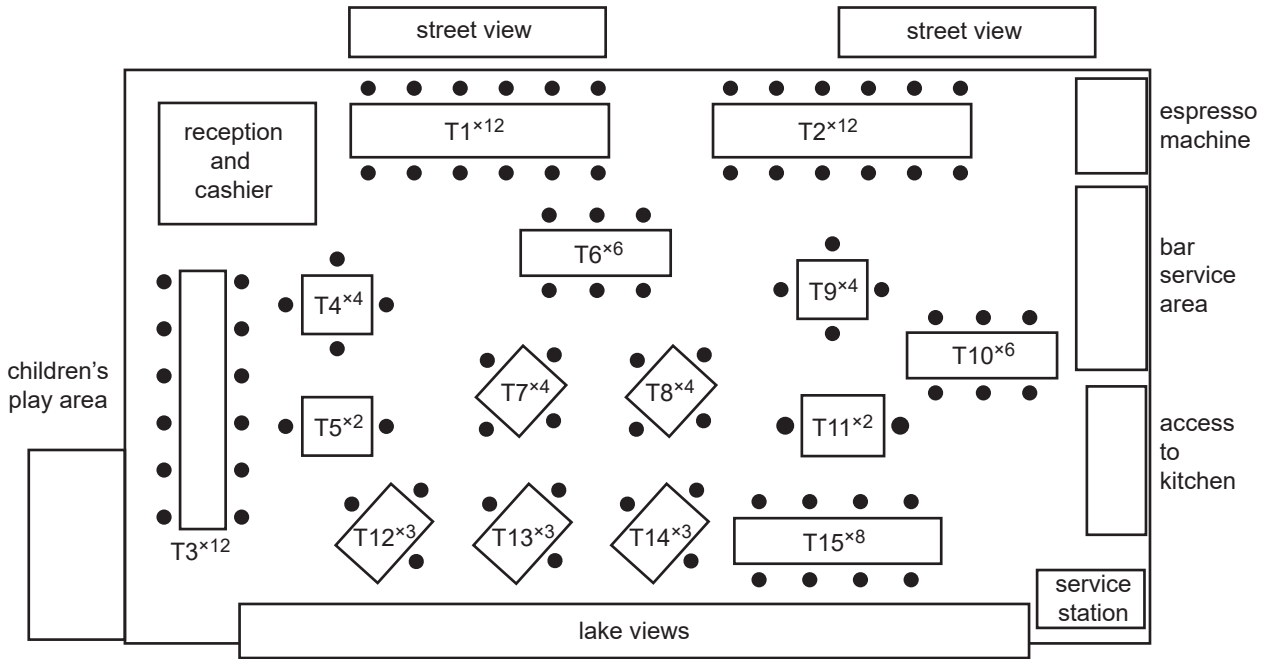
- Table d'hôte _____

DO NOT WRITE IN THIS AREA

Use the following information to answer Questions 5–10.

The Perpetual Breakfast Cafe is open all day every day. It is a modern cafe serving food with a contemporary twist on breakfast favourites.

Floor plan for the Perpetual Breakfast Cafe



DO NOT WRITE IN THIS AREA

Question 5 (6 marks)

A page from the Perpetual Breakfast Cafe reservations diary for 2 November 2022 is shown below. In the reservations diary, 'T' represents 'table', 'A' represents 'adult' and 'C' represents 'child'.

Referring to the floor plan on page 10, complete the table allocations in the reservations diary and explain your table allocations. Do not complete the shaded areas.

The Perpetual Breakfast Cafe reservations diary

Time	Contact name	No. of guests	Comments	Table allocation	Explanation for table allocation
8.30 am	Sarah	4		9	–
8.15 am	Nemeth	2		11	–
8.30 am	Dodoro	2	regulars – always request T12	12	–
8.00 am	Croatto	4A + 2C		6	–
9.30 am	parent group	5A + 1C + 3 babies		15	–
9.00 am	Vaifale	3	service dog	14	–
12.00 pm	Jones	6	1 guest lactose intolerant	10	–
9.00 am	Williams	7A + 4C	near play area		
11.30 am	McCartney	3	one highchair		
8.00 am	Wilson	3	vegetarian × 1		
12.00 noon	Lee	2	requested lake views, special occasion, away from children's play area		
9.00 am	Chen	2	vegan × 1		
12.00 noon	hospital volunteers group	18	some seniors' meals		

Question 6 (5 marks)

Casey is the attendant who seats the parent group at table 15 for their 9.30 am booking. He receives a complaint from one of the parents about the dog at table 14. The parent explains that her child is allergic to animals and suggests that Casey have the owner remove the dog from the cafe.

Explain how Casey should respond, making sure both the cafe’s organisational needs and all the customers’ needs are met.

DO NOT WRITE IN THIS AREA

Question 7 (9 marks)

- a. Provide **three** reasons why it is important for Casey, the attendant, to describe the food and beverage specials accurately. 3 marks

- b. How would knowledge of the following business considerations assist Casey when promoting food and beverages to customers? Provide two examples of how knowledge helps for each business consideration below. 6 marks

- Current stock levels of beverages, menu items or ingredients

1. _____

2. _____

- Sales techniques or strategies that would assist in increasing revenue and profit

1. _____

2. _____

- Supplier arrangements, for example, agreements related to a supplier's exclusivity or purchasing quantities

1. _____

2. _____

Question 8 (6 marks)

Use the menu below to answer the following questions.

The Perpetual Breakfast Cafe**In a bowl**

Oatmeal Traditional oats soaked overnight in almond milk and cinnamon, served with apple compote, maple syrup, diced strawberries and seeds

Banana Bread Made with buckwheat, bananas, cinnamon, walnuts and olive oil, baked in its own bowl, served with coconut yoghurt, berries and a drizzle of honey

Granola Peanut butter style, served with maple syrup, blueberries and yoghurt

Small plate

Simply Eggs Choice of scrambled, poached, over-easy or sunny side up

Omelettes or Frittata Plain or cheese omelette or frittata, or create your own combination from cheese, tomato, bacon or mushroom

Eggs Benedict Honey-roasted ham, poached eggs and hollandaise sauce on an English muffin

Large plate

Avo Smash Toasted sourdough topped with avocado, cherry tomatoes, feta and dukkah

The Regular Two eggs (cooked to your liking), crispy bacon and chargrilled tomato

The Big Breakfast Two eggs (cooked to your liking), gourmet sausage, bacon, beans, chargrilled tomato, portobello mushroom and a homemade hash brown

Wrapped

Breakfast Burrito Scrambled eggs, avocado, spring onion and cheese in a corn burrito wrap

Smoked Salmon Bagel Smoked salmon, cream cheese, tomato, onion and capers in a poppyseed bagel

Buttermilk Pancakes With caramelised banana slices, toasted walnuts and cream

Kids

Buttermilk Pancakes Served with ice cream and maple syrup

Toast White or multigrain toast served with butter and strawberry jam

Cheese Toastie Grilled cheese toasted sandwich

Espresso-based coffees

Espresso, long black, macchiato, piccolo, flat white, latte, cappuccino, mocha

Specialty hot drinks

Chai latte, hot chocolate, teas – English breakfast, peppermint, Earl Grey, green or chamomile

Chilled beverages

Iced drinks (coffee, chocolate or tea)

Frappes (coffee, mocha, salted caramel or berry)

Organic juices (orange, apple or pineapple)

Smoothies (mixed berry, coffee or green)

Milkshakes (strawberry, chocolate or vanilla)

Sparkling water

- a. Casey, the attendant serving table 10, is aware that one of the customers is lactose intolerant. When the customer proceeds to order Eggs Benedict and a skinny latte, Casey apologises for interrupting and confirms with the guest that they are lactose intolerant.

What should Casey do next?

3 marks

- b. There can be severe implications for customers with food allergies and intolerances if they eat the wrong foods.

Referring to the menu on page 14, complete the table below by marking with a tick (✓) if the menu item is suitable for the allergy or intolerance listed or with a cross (×) if the menu item is unsuitable for the allergy or intolerance listed. Some examples have been provided.

3 marks

Food allergies and intolerances

Menu item	Lactose intolerance	Egg allergy	Coeliac	Nut allergy
Oatmeal	✓	✓		
Banana Bread		×		×
Granola		✓	×	


Question 9 (8 marks)

An ordering system malfunction means that Casey is required to take and process the order for the Croatto table using a docket book.

The order and prices (inclusive of GST) for each guest are:

- Position 1 – The Big Breakfast (\$22) and a latte (\$5)
- Position 2 – Avo Smash (\$21) and a latte (\$5)
- Position 3 – The Regular with poached eggs (\$15) and a green smoothie (\$8.50)
- Position 4 – Avo Smash (\$21), long black (\$4.50) and 2 × kids pancakes (\$7.50 each) with 2 × orange juices (\$4 each).

- a. Fill in the docket below, using the guest orders listed above and information from the Perpetual Breakfast Cafe reservations diary on page 11. 5 marks
- b. Fill in the cost for each item and finalise the total amount. 2 marks
- c. Calculate and fill in the GST that is included in the total. 1 mark

		The Perpetual Breakfast Cafe			TAX INVOICE 50210 THANK YOU for your patronage
Table no.	Persons	Date	Time	Server	
TOTAL					
GST included in total					

DO NOT WRITE IN THIS AREA

Question 10 (3 marks)

Casey arrives at the bar to collect the beverages for the Croatto table.

Outline **three** evaluations Casey should carry out before serving the drinks to the table.

Question 11 (7 marks)

- a. Why is it important to minimise wastage when preparing beverages? 1 mark

- b. A beverage attendant is preparing, using and storing fresh garnishes such as strawberries and mint.

For each of the following actions, identify **one** way in which the attendant can minimise wastage. Do not repeat your answers. 3 marks

- Preparing garnishes _____

- Using garnishes _____

- Storing garnishes _____

- c. For each of the following actions, list **one** way in which a barista can minimise wastage. 3 marks

- Preparing to make espresso _____

- Extracting espresso and preparing the beverage _____

- Storing ingredients _____

Question 12 (3 marks)

Describe **three** differences between a cafe latte and a piccolo latte.

Question 13 (9 marks)

- a. A cafe customer is undecided about ordering a cappuccino.

How could the barista describe the sensory characteristics of a cappuccino to encourage the customer to purchase it?

4 marks

DO NOT WRITE IN THIS AREA

- b. The customer decides they would like a cappuccino. Some of the steps that the barista would take to produce a cappuccino are listed in the table below.

Complete the table by filling in steps 3, 5, 10, 14 and 17.

5 marks

Step number	Step
Preparing the espresso	
1	Select the pre-warmed cappuccino cup.
2	Grind the beans.
3	
4	Tamp the ground coffee and brush off grounds from the rim of the group handle.
5	
6	Attach the group handle to the group head.
7	Extract the espresso (25–30 ml espresso in 30–35 seconds).
8	Remove the group handle from the head and tap the puck into the knock box.
Texturing the milk	
9	Pour cold milk into a metal steaming jug. Make it approximately one-third full.
10	
11	Insert the wand just under the surface of the milk.
12	Turn on the steam wand.
13	Texture the milk by creating a whirlpool, moving the jug down as the milk stretches and increases in volume.
14	Continue steaming until the milk reaches a temperature of _____ .
15	Release steam from the wand into the tray or a cloth, to ensure any residual milk is removed from the machine.
Building the cappuccino	
16	Pour the foamed milk directly into the cup, first aiming for the centre, and then continuing in a circular motion out towards the rim.
17	

Question 14 (4 marks)

State the use and importance of each of the following cleaning materials and equipment.

- Cleaning cloth _____

- Sanitising chemical _____

- Garbage bins and/or bags _____

- Brush and/or scourer _____

Question 15 (4 marks)

For each of the cash payment processing steps below, identify **one** additional task or check that would be completed during that step. Do not repeat your answers.

- Take the money from the customer.

- Provide the change.

- Place the money in the register.

- Provide the customer with a receipt.

DO NOT WRITE IN THIS AREA

Question 16 (3 marks)

a. Explain the term 'cash reconciliation'.

1 mark

b. Why is it important to be accurate when completing a cash reconciliation?

2 marks

Question 17 (3 marks)

What are **three** items that may be discussed at a post-service briefing?
