

STUDENT NUMBER Letter

VCE VET HOSPITALITY

Written examination

Monday 6 November 2023

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

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 19 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

What would be the most suitable way for a food attendant to influence changes on the menu that may assist in increasing sales?

- A. bring a dish from home for a tasting with the chef
- B. tell their friends to make requests when they visit
- C. become a chef so they can write their own menus
- D. speak with their manager to make a suggestion

Question 2

Identify the most appropriate dish and price point for a vegan cafe.

- A. steak tartare \$39
- B. spaghetti carbonara \$25
- C. spiced tomato lentil curry \$23
- D. eggplant and sweet-potato curry \$45

Question 3

Which dish on the sales and costing report has the highest profit margin?

	Units sold	Food cost price	Sale price	Profit
Dish 1	43	\$9.00	\$12.00	\$129.00
Dish 2	39	\$8.00	\$12.00	\$156.00
Dish 3	25	\$7.00	\$12.00	\$125.00
Dish 4	21	\$6.00	\$12.00	\$126.00

- A. Dish 1
- B. Dish 2
- C. Dish 3
- D. Dish 4

Question 4

What should a food attendant consider when providing input and feedback about food trends and menu items?

- A. following the preferences of some regular customers
- B. following popular food trends and disregarding customer preferences
- C. ignoring food trends and only focusing on what the kitchen staff prefer to prepare
- D. keeping up with current food trends, customer preferences and dietary restrictions

Question 5

A food attendant is preparing a floor plan for an event that will be attended by a guest who is in a wheelchair. The attendant should place the guest in the wheelchair in an accessible position that is

- A. spacious enough to manoeuvre.
- B. close to the waiter's station.
- C. near the kitchen entrance.
- D. away from the restroom.

Question 6

Identify the two items of equipment pictured below.



Item 1



Item 2

Sources: Bernd Schmidt, Kiriu Demchenko/Shutterstock.com

- A. zester and tea strainer
- B. peeler and Hawthorne scoop
- C. zester and Hawthorne strainer
- D. channel knife and Parisienne scoop

Question 7

When should pre-dinner drink glasses be removed?

- A. when the drink is finished
- B. after the bread has been eaten
- C. just before the main course is served
- D. after wine has been ordered for the table

Question 8

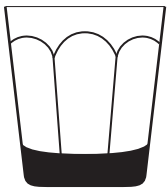
A coeliac customer has asked the food attendant for some advice with their menu choice. Which one of the following would be suitable for the food attendant to suggest?

- A. beef Wellington
- B. prawn and scallop linguini
- C. sous-vide chicken breast with rocket salad
- D. panko crusted snapper with scalloped potatoes

Question 9

Which one of the following glasses would be the most suitable for serving a blended fruit mocktail?

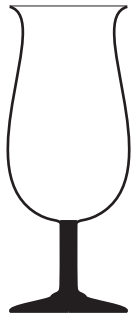
A.



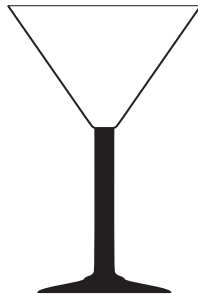
B.



C.



D.

**Question 10**

When collecting meals from the kitchen, the most important step for a food attendant is to check that the meals are

- A. completed and garnished.
- B. correct and matching the docket.
- C. consistent in appearance, size, colour and taste.
- D. plated as shown in the photograph on the standard recipe card.

Question 11

Which one of the following is the most common technique for plate carrying in cafes and restaurants?

- A. tray service
- B. silver service
- C. two-plate carry
- D. three-plate carry

Question 12

A customer complains that the meal they received does not reflect the menu description.

What should the food and beverage attendant's first action be?

- A. Ignore the complaint and move on.
- B. Argue with the customer and defend the restaurant.
- C. Offer a discount or refund without addressing the problem.
- D. Apologise and offer to replace the dish or adjust the order.

Question 13

During service the barista should ensure that the group head is clean before each use.

Between preparing each espresso the barista should

- A. use the blind filter.
- B. flush the group head.
- C. wipe the group head with a wet cloth.
- D. wipe the group head with a wet soapy cloth.

Question 14

The texture of ground coffee for making espresso should be most similar to

- A. rock salt.
- B. table salt.
- C. talcum powder.
- D. baking powder.

Question 15

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

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

Question 16

Espresso may extract too quickly when the

- A. coffee grind is too fine.
- B. group handle is too full.
- C. coffee grind is too coarse.
- D. water temperature is too cold.

Question 17

It is important to maintain the water filtration system on the espresso machine in order to

- A. prevent limescale build-up.
- B. eliminate all minerals from the water.
- C. remove excess coffee waste that has built up in the machine from frequent use.
- D. reduce water flow and pressure from the main water supply directly into the machine.

Question 18

Chai tea has a black tea base with a blend of different

- A. herbs.
- B. spices.
- C. sweeteners.
- D. seasonings.

Question 19

When preparing a pot of loose-leaf tea, the number of teaspoons required is

- A. one per person.
- B. two per person.
- C. one per person and one for the pot.
- D. two per person and two for the pot.

Question 20

To dispose of used paper napkins (serviettes) in an environmentally friendly way, the napkins should be placed in the

- A. incinerator.
- B. general waste bin.
- C. paper recycling bin.
- D. plastic recycling bin.

Question 21

Identify the correct procedure for restocking the beverage fridge at the end of service.

- A. Place enough stock to fill empty spaces that customers can see.
- B. Overfill the fridge to save time for the next shift.
- C. Place new stock at the back of the fridge.
- D. Place new stock at the front of the fridge.

Question 22

It has been a busy service and the cash drawer is filling up with notes.

What action should be taken by the food and beverage attendant?

- A. Wait until end of trading as it will be less busy.
- B. Notify a supervisor and skim the tray for security reasons.
- C. Take only credit-card payments for the remainder of the trading period.
- D. Remove excess notes and place them under the counter until trading slows down.

Question 23

The amount of GST included in a cash purchase of \$16.00 is

- A. \$1.45
- B. \$1.50
- C. \$1.55
- D. \$1.60

Question 24

At the end of a trading period the contents of the cash register need to be separated into two distinct amounts. These distinct amounts are referred to as

- A. till and takings.
- B. takings and float.
- C. revenue and float.
- D. takings and revenue.

Question 25

What is the final step in the process of balancing customer payments?

- A. Remove cash takings from the register drawer.
- B. Accurately count and calculate customer payments.
- C. Remove point-of-sale records from customer payments.
- D. Reconcile cash and other payments with point-of-sale records.

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 (6 marks)

A waiter's station is a key area for food attendants in a restaurant.

- a. Outline **two** factors that influence the location of the waiter's station. 2 marks

- b. List **four** items that should be located at the waiter's station. 4 marks

Question 2 (3 marks)

Explain **three** benefits of a professional and polite customer greeting for an establishment and its guests.

Question 3 (9 marks)

When preparing a mocktail, a standard recipe must be followed.

- a. What is the purpose of a standard recipe? 2 marks

- b. Identify **four** items of information found in a standard recipe.
An example has been provided for you. 4 marks

Example: *Equipment and utensils required to prepare the beverage*

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

- c. Describe **three** considerations for the bar attendant when selecting suitable equipment and utensils for preparing a mocktail. 3 marks

Question 4 (8 marks)

Use the menu below to answer the following questions.

MENU
<i>Entree</i>
Grilled octopus, chorizo, potato, squid ink
Risotto, roasted pumpkin, green garlic, ricotta salata
Creamy cauliflower and bacon soup, crispy pancetta
Steamed wombok and chive dumplings, black vinegar and chili
<i>Main Course</i>
Roasted quail, tomato and eggplant sambal
Beef porterhouse, scalloped potato, king brown mushrooms, red wine jus
Pan-fried rockling, shellfish couscous, garlic croute
Smoked cauliflower, runner beans, chickpea chips
<i>Dessert</i>
White chocolate and raspberry mousse, berry salad, strawberry sorbet
Lemon meringue tart, candied lemon ice cream
Mango parfait, champagne consommé, chocolate pistachio crumble

During lunch service, a table of four informs the attendant that they are in a hurry and one guest is a vegan.

- a. Complete the table below with one entree and one main course from the menu that could be served to the vegan and non-vegan guests, bearing in mind the time constraint. 4 marks

Guest type	Entree menu selection	Main course menu selection
vegan		
non-vegan		

- b. How could the sensory characteristics of the dessert item ‘white chocolate and raspberry mousse, berry salad, strawberry sorbet’ be described to the guests? 4 marks

Question 5 (6 marks)

Customers may have specific dietary needs and nutritional requirements.

Respond to **parts a.–c.** by selecting the most appropriate meal choice from the range of meals below for each of the customer needs specified.



Battered fish and chips with tartare sauce



Grilled chicken and steamed vegetables



Grass-fed steak and asparagus with tomato

Sources (left to right): Sean Pavone, Nitr, Jacek Chabraszewski/Shutterstock.com

- a.** A customer informs you that they are trying to eat healthy meals and want something light.

Which one of the above meals would you recommend? Explain why you chose that meal. 2 marks

- b.** A customer informs you that they are on a keto eating plan.

Which one of the above meals would you recommend? Explain why you chose that meal. 2 marks

- c.** A customer informs you that they have a cholesterol problem.

Which one of the above meals would you **not** recommend? Explain why you would not recommend this meal. 2 marks

Question 6 (7 marks)

The order shown below has been placed in the kitchen.

Cafe docket			
Quantity	Item		Cover
1	Thai salad		1
2	sweet corn soup		3, 5
2	frittata		4, 6
1	scallops		2
2	chicken schnitzel		1, 4
	<i>1 x chips and salad</i>		
	<i>1 x chips and veg</i>		
1	porterhouse steak		2
2	Caesar salad		
	<i>1 x traditional</i>		3
	<i>1 x chicken</i>		6
1	roast of the day		5
Table: <i>10</i>	Waiter: <i>Sue</i>	Time: <i>6.00 pm</i>	Covers: <i>6</i>

- a. What information is missing from or unclear on the docket? 2 marks

- b. When the food attendant collects the order at the pass, they notice that the Caesar salads are incorrect: they do not match the docket as both have been made with chicken.
What **three** steps should the food attendant take? 3 marks

- c. Why is it important to ensure that all information about the order is on the docket? 2 marks

Question 7 (6 marks)

- a. List **three** stages during service when customer satisfaction could be checked. 3 marks

- b. Provide **three** reasons why it is important to conduct these checks. 3 marks

Question 8 (3 marks)

Sometimes a shift may finish during service or an attendant is required to go on a break.

Provide **two** reasons why it is important to conduct a handover to the attendant taking over the duties. Provide **one** example of what may be covered in a handover to support your response.

Question 9 (10 marks)

a. Identify what the below positioning of cutlery on the plates indicates.

2 marks



Picture 1



Picture 2

Picture 1 _____

Picture 2 _____

b. All of the guests have completed their main course and the table is ready for clearing.

Explain the steps for clearing the table.

6 marks

DO NOT WRITE IN THIS AREA

c. The guests have ordered the following desserts:

Cover 1 – chocolate mousse

Cover 3 – no dessert

Cover 2 – lemon meringue pie

Cover 4 – cheese board

Covers two (2) and three (3) are going to share a dessert.

Complete the missing sections of the table below by filling in the additional cutlery and crockery that should be provided to covers 2 and 3.

2 marks

Cover number	Cutlery and crockery required
1	<i>dessert spoon</i>
2	
3	
4	<i>cheese knife</i>

Question 10 (4 marks)

Explain **four** processes the food attendant should follow when clearing crockery and cutlery in the kitchen dishwashing area, keeping in mind environmentally friendly processes.

4 marks

Question 11 (4 marks)

a. In addition to ensuring that the texture of the grind is correct, state **one** other reason why it is important to adjust the grind when preparing espresso coffee.

1 mark

b. State **three** reasons why it is important to complete test extractions before service when making espresso.

3 marks

DO NOT WRITE IN THIS AREA

Question 12 (4 marks)

a. What is a ristretto?

1 mark

b. Describe how a ristretto is prepared and served.

3 marks

Question 13 (4 marks)

Complete the table below by marking with a tick (✓) if the type of milk is suitable for the allergy or intolerance listed, or a cross (X) if the type of milk is not recommended for the allergy or intolerance listed. Some examples have been provided.

Dietary requirement	Almond milk	Oat milk	Cow's milk
lactose intolerant	✓		
vegan		✓	
gluten intolerant	✓		
allergic to nuts		✓	

Question 14 (5 marks)

As a barista texturing milk for an espresso-based beverage, explain **five** steps you would follow after purging the steam wand.

DO NOT WRITE IN THIS AREA

Question 15 (9 marks)

At the start of the shift the cashier has been issued with a \$300 cash float, consisting of the following denominations.

Note/coin type	Total amount
\$20.00	\$60.00
\$10.00	\$70.00
\$5.00	\$70.00
\$2.00	\$50.00
\$1.00	\$20.00
\$0.50	\$10.00
\$0.20	\$10.00
\$0.10	\$8.00
\$0.05	\$2.00

- a. Using the information above, complete the cashier float summary record sheet below. Some information has been provided for you.

6 marks

Cashier float summary record sheet			
Prepared by: <i>Manager</i>			
Received by: <i>Cashier</i>			
Opening balance total:			
Denominations	×	No.	Total
\$100.00	×	0	\$0.00
\$50.00	×	0	\$0.00
\$20.00	×		
\$10.00	×	7	\$70.00
\$5.00	×		
\$2.00	×		
\$1.00	×	20	\$20.00
\$0.50	×		
\$0.20	×		
\$0.10	×	80	\$8.00
\$0.05	×		
Total			\$300.00

- b. What **three** actions should the cashier take if they count the float and find that it is short by \$20? 3 marks

Question 16 (2 marks)

A customer pays for two coffees at \$4.50 each, and one muffin for \$5.

- a. How much change will the customer receive from a \$50 note? 1 mark

- b. If the customer wishes to leave a 10% tip, how much will the tip be? 1 mark

Question 17 (5 marks)

When paying their bill, a regular customer comments to the food attendant that their experience was not as good as it had been on previous visits. They state that the pasta was undercooked and that their food took a long time to arrive.

What should the food attendant do?
