



Victorian Certificate of Education 2009

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures

Words

Letter

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FOOD AND BEVERAGE

VCE VET HOSPITALITY (OPERATIONS)

Written examination

Tuesday 10 November 2009

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	30	30	30
B	23	23	90
			Total 120

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out liquid/tape.
- No calculator is allowed in this examination.

Materials supplied

- Question and answer book of 18 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 question and answer 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

A guest's first impression of an establishment occurs

- A. at the first contact.
- B. when ordering the food.
- C. after greeting and seating.
- D. after they have tasted the food.

Question 2

The floor plan is determined by

- A. the waiters' section.
- B. the guests' reservations.
- C. guests with wheelchairs.
- D. the distance from the kitchen.

Question 3

The dining room ambience is determined by

- A. the service staff, guest requests, timing and seasons.
- B. happy, professional staff in clean uniforms.
- C. the lighting, temperature, décor and music.
- D. the style of the menu.

Question 4

Before service, a food and beverage attendant should check for menu variations.

This will assist in

- A. placing the correct cutlery on the table.
- B. providing the correct details of dishes.
- C. reorganising the order of service.
- D. maximising cost control.

Question 5

The establishment you work at does not take reservations.

What do you do when guests arrive?

- A. ask the guests for their names and telephone numbers
- B. greet them and ask how many are in the party
- C. seat them at the closest empty table
- D. show them to the bar

Question 6

One guest has arrived early for a large party in another waiter's section.
What should you do?

- A. politely inform them of the reservation time and ask them to return
- B. smile courteously and ask them to wait while you get the other waiter
- C. allow them to wait in the foyer until the host or others in the party arrive
- D. make a note on the reservation book and invite them to wait in the bar or at the table

Question 7

The word 'cover' refers to the

- A. folded napkin.
- B. tablecloth overlay.
- C. placemat for a guest.
- D. place setting for one guest.

Question 8

What style of service would use a dispense bar?

- A. bistro
- B. function
- C. à la carte
- D. table d'hôte

Question 9

When preparing a Lemon, Lime and Bitters, what is the first ingredient to be added?

- A. a garnish
- B. soft drink
- C. cordial
- D. ice

Question 10

To ensure a drink is prepared to maximise cost control you would

- A. use more ice.
- B. use artificial flavours.
- C. follow the enterprise recipe.
- D. ask for the guest's preference.

Question 11

What is the correct name of the strainer shown in the image above?

- A. tea
- B. ice
- C. Boston
- D. Hawthorn

Question 12

The standard cocktail glass is often referred to as

- A. flute.
- B. martini.
- C. hurricane.
- D. old fashioned.

Question 13

The machine that dispenses soft drinks is called a

- A. pre-mix.
- B. post-mix.
- C. prep mixer.
- D. distributor.

Question 14

The table where a guest is dining is unstable.

What do you do?

- A. wait until the guest leaves and make the adjustment
- B. apologise, state the action you will take, take action
- C. place a serviette underneath the table leg
- D. offer the guest a cut wedge of cork

Question 15

As the food runner in charge of the pass, when you receive the food docket you first

- A. check the accuracy of the docket.
- B. ensure the chef receives the docket.
- C. ensure the chef has called it correctly.
- D. repeat the food docket to the food attendant.

Question 16

A guest has ordered a first course of steamed marinated scallops with ginger and leeks.
The appropriate cutlery is

- A. a fish knife and fish fork.
- B. a main course knife and fork.
- C. a dessert spoon and fish fork.
- D. an entrée knife and entrée fork.

Question 17

The main course meal plates are very hot.

As a food runner what would you do to carry the plates to the service area safely?

- A. leave the plates on the pass until they cool down
- B. ask the chef to re-plate the dishes on cooler plates
- C. carry the plates with a paper napkin to the waiting staff
- D. carry the plates using a service cloth to the waiting staff

Question 18

Plates of food are waiting at the pass in the kitchen to be delivered to a number of tables.

What is the correct procedure to follow?

- A. take the plates of food closest to you first
- B. confirm with the chef which table is to go first
- C. take your customers' plates of food first as they have been waiting the longest
- D. wait until your supervisor or head waiter informs you which table is to go first

Question 19

When writing food orders, using the abbreviations set by management for the menu items will

- A. assist the guests in what they have ordered.
- B. help the stocktaking process.
- C. save time and minimise errors.
- D. save paper and money.

Question 20

When serving food to a table you rely on

- A. the guest saying what they have ordered.
- B. recognising the cutlery settings.
- C. the use of cover numbers.
- D. a good memory.

Question 21

When eating an entrée a guest uses the main course knife with the entrée fork.

As you are the waiter preparing to clear the entrée plates, you should

- A. leave the unused cutlery for the next course.
- B. inform the guest so they know for next time.
- C. remove all cutlery then reset for main course.
- D. check with your supervisor first before clearing.

Question 22

Which menu item would require the service of a finger bowl?

- A. canapés
- B. fish and chips
- C. whole mud crab
- D. tempura style prawns

Question 23

Which of the following is an example of a condiment?

- A. chips
- B. butter
- C. mustard
- D. side salad

Question 24

A guest that is lactose intolerant should avoid menu items that contain

- A. eggs.
- B. dairy.
- C. wheat.
- D. gluten.

Question 25

Promoting local and regional foods on the menu to international guests

- A. increases food sales.
- B. is the best way to earn tips.
- C. is a way of enhancing the guests' experience.
- D. offers the opportunity of selling unpopular foods.

Question 26

The waiter recommends a side order to accompany the guest's main course.

This is

- A. to educate the guest for the future.
- B. an example of professional service.
- C. to demonstrate the chef's skills.
- D. to make sure the guest will not go away hungry.

Question 27

Which item of equipment is used to keep food hot on a buffet?

- A. chafing dish
- B. sizzling plate
- C. Gueridon trolley
- D. wooden chopping board

Question 28

An indication that a guest's plate is ready to be cleared is when

- A. the guest stops eating.
- B. the food has gone cold.
- C. the guest has left the table.
- D. the knife and fork are placed together on the plate.

Question 29

You crumb the table and adjust the cutlery for dessert when

- A. the main course is finished and dessert menus have been given.
- B. all plates, cutlery and cruets have been removed.
- C. the side plates have been removed.
- D. the table is dirty.

Question 30

A credit card is valid when

- A. the name on the card and the reservation name match.
- B. the date on the card has not expired.
- C. the card is issued by a local bank.
- D. the credit card has a photo ID.

SECTION B – Short answer questions**Instructions for Section B**

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

Question 1

A guest can use a telephone to make a reservation. Suggest two other ways of making a reservation.

1. _____

2. _____

2 marks

Question 2

When taking a reservation over the telephone, what are the four steps you follow?

1. _____

2. _____

3. _____

4. _____

4 marks

Question 3

When arranging tables according to the floor plan in an à la carte restaurant, the waiting staff give consideration to different factors in the final placement of the tables. For each of the three listed categories, provide **two** examples of factors that influence the final placement of the tables.

Category	Example
Access	_____

Presentation	_____

OH&S	_____

6 marks

Question 4

As a waiting staff in a dining room describe three duties, other than the example given, that need to be considered when preparing your section for service.

1. Mise en place

2. _____

3. _____

4. _____

3 marks

Question 5

When the guest arrives at a venue, there are a number of factors relating to the venue that create a feeling of welcome.

Describe four.

1. _____

2. _____

3. _____

4. _____

4 marks

Question 6

A well-organised restaurant is able to respond to a wide range of unexpected situations on a busy evening.

a. Explain the following terms in regard to restaurant service.

No shows _____

Walk-ins _____

2 marks

b. No shows and walk-ins are common in restaurants.

For each circumstance, suggest two actions you could take in advance to deal with these situations.

No shows 1. _____

2. _____

Walk-ins 1. _____

2. _____

4 marks

Question 7

Service staff need to do many cleaning tasks before each restaurant service. List three examples of tasks that need to be done by each of the following staff.

One example is provided.

Food service/waiters	1. Clean, pressed uniform
	2.
	3.
	4.
Bar attendant	1. Clean, pressed uniform
	2.
	3.
	4.
Food runner	1. Clean, pressed uniform
	2.
	3.
	4.

9 marks

Question 8

The waiting staff in an à la carte restaurant need to make final checks in their section just before guests arrive. In the table provided, list the final checks that should be completed by the waiting staff in their section. One example has been given in the table.

	Task/procedure
1	Check table sittings to reservation request (numbers/host name/special requests)
2	
3	
4	
5	
6	

5 marks

Question 9

There are established methods of preparing mocktails/cocktails. From the list provided, select two of the methods and give a brief explanation.

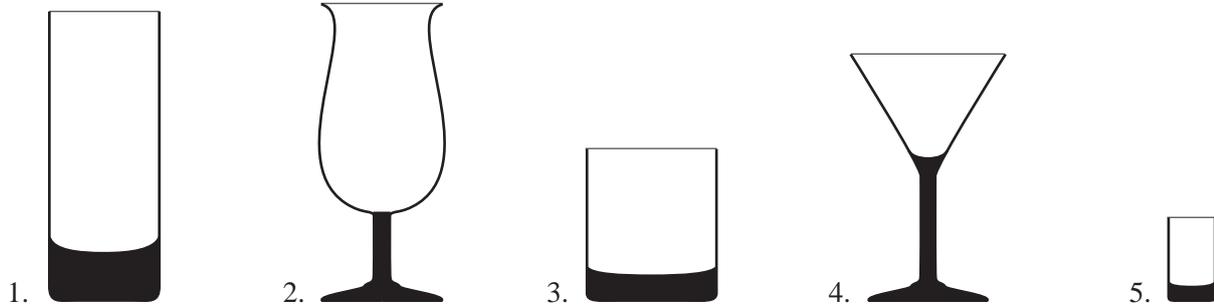
build**shaken****stirred****blend**

Method	Explanation
1.	
2.	

2 marks

Question 10

Identify the five bar glasses below.



1.

2.

3.

4.

5.

5 marks

Question 11

All staff are responsible for following good hygiene practices and preventing cross contamination during food service. In each of the categories listed, give three examples of good hygiene practices performed by a food waiter.

Category	Examples
Personal hygiene	1.
	2.
	3.
Work hygiene	1.
	2.
	3.

6 marks

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Question 12

Steak is often cooked to meet a guest's request. In the table below, explain the abbreviations and describe the degree of cooking.

Abbreviation	Explanation	Description of cooking degree
R		
M/W		
W/D		

3 marks

Question 13

What are two benefits of using a Point of Sale (POS) electronic ordering system for food and beverage ordering?

1. _____

2. _____

2 marks

Use the dinner menu below when answering Questions 14 and 15.

The Yellow Monkey

Entrées

Beetroot cured salmon **gravalax** with sour cream, pink grapefruit & petite herb salad

Smoked **duck salad** with watercress, orange, caramelised walnuts, sticky shallots & blackberry balsamic glaze

Pressed chicken & ham **hock terrine**, wrapped with baby leeks, rhubarb compote with sourdough toast

Jerusalem artichoke and cep **soup** with black truffle shavings

Ravioli of oxtail with crushed squash, beurre noisette & merlot vinegar

Vegetable terrine of asparagus, baby summer vegetables, aubergine dressed with red & yellow tomato concasse

Main Courses

Snapper fillet scented with floral herbs, on a bed of Parmesan and saffron mash, tomato concasse, sorrell & lemon beurre blanc

28-day aged grilled rib eye of **beef** with horseradish mash, steamed spinach, baby root vegetables & a rich burgundy jus

Roasted breast of Gippsland free-range **chicken**, potato puree, pot-roasted vegetables, celeriac crisps and Madeira jus

Rump of King Island **lamb** with rosemary and butternut squash mash, spring greens & star anise jus

Spiced glazed **confit** of duck with coriander & mango couscous & plum coulis

Risotto of red wine, radicchio and taleggio dressed with Italian white truffle shavings

Side Dishes

Home-made **chips**/Honey-roasted **parsnips**/Creamed **spinach**/
Dressed leaf **salad**

Question 14

Each guest on table 6 is having the following.

Cover No.

1. Beetroot cured salmon gravalax with sour cream/Snapper fillet scented with floral herbs/Creamed spinach
2. Vegetable terrine of asparagus, baby summer vegetables/28-day aged grilled rib eye of beef with horseradish mash (R)
3. Vegetable terrine of asparagus, baby summer vegetables/Rump of King Island lamb/Creamed spinach
4. Ravioli of oxtail with crushed squash/Spiced glazed confit of duck with coriander & mango/Home-made chips

Write up the order for table 6 on the docket supplied. Use the **bold** abbreviations from the menu.

The Yellow Monkey			Docket No. S09234	
Date	Time of Order	Server	Number of Pax	Table number
<i>10 Nov 09</i>	<i>7.30pm</i>	<i>Sam</i>		

4 marks

Question 15

A food runner is required to monitor and pick up entrées and main courses from different sections of the kitchen. In the table below identify two service points and give two examples of meals from the **menu provided**.

Service point	Meals
	1.
	2.
	1.
	2.

6 marks

Question 16

In trying to enhance a guest’s dining experience, the waiting staff’s ability to control the flow and timing of the meal can influence the outcome. In calling away meals, the waiting staff need to take into account several factors. List two.

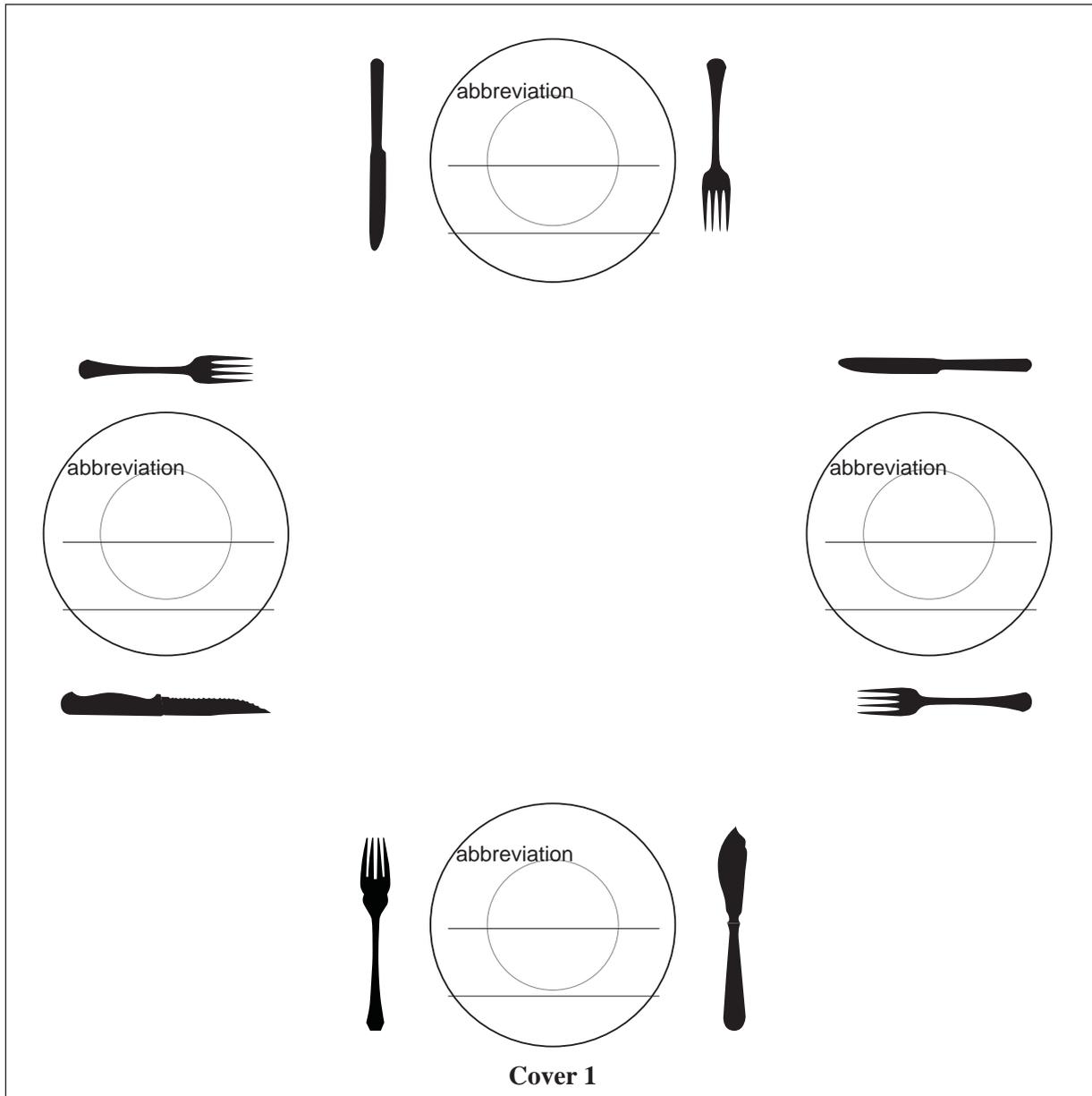
1. _____
2. _____

2 marks

Question 17

For correct placement of the main course and accompaniments for each guest, use the docket you have written on page 15 and fill in the correct abbreviation on the line provided.

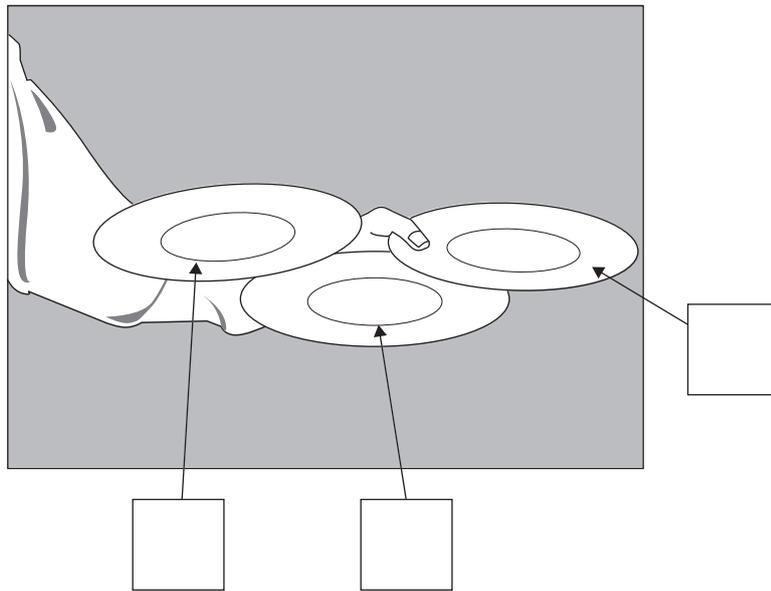
Cover 1 is indicated in the diagram.



4 marks

Question 18

The three-plate carry is an efficient way of clearing a table. On the diagram below, in each plate, write the numbers 1 = plates 2 = cutlery 3 = food scraps, indicating the appropriate placing.



3 marks

Question 19

Give two reasons why you should inform your supervisor when breakages occur.

1. _____
2. _____

2 marks

Question 20

To prepare a pot of tea using loose leaf black tea, place the tasks below in the correct order using the numbers 1 to 8.

- ___ Add hot water
- ___ Discard hot water before adding the leaves
- ___ Add approximately 1 teaspoon of tea leaves per person
- ___ Warm the tea pot with a splash of hot water
- ___ Strain and pour immediately
- ___ Allow to brew/steep 3–5 minutes
- ___ Use fresh hot water just off the boil
- ___ Select type of tea

1 mark

Question 21

What are three common methods used for making coffee in the hospitality industry? Do not include extraction (espresso) in your response.

1. _____
2. _____
3. _____

3 marks

Question 22

Describe five post-service duties in the bar.

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

5 marks

Question 23

A guest's credit card has been declined. How would you resolve this situation discreetly?

3 marks

